



Dear Customer

Engaging with our customers - Share your views

Cottam Post Office

Previously located at: 93 Hoyles Lane, Cottam, Preston, PR4 0LB

We are delighted to let you know that following a temporary closure of Cottam Post Office we will be re-opening the branch permanently, subject to planning permission, on Monday 25 September 2023 at 10.00. This will be in the current temporary location – The Cottam Community Centre, Haydocks Lane, Cottam, Preston, PR4 0NY.

The branch closed as a result of severe flooding in November 2021. In the interim, to serve the local community with continued access to Post Office services we set up a temporary service operated by the same postmaster from Cottam Post Office, at The Cottam Community Centre, Haydocks Lane, Cottam, Preston, PR4 0NY. The temporary service is now being made permanent at the current premises, which will undergo a complete refurbishment subject to planning permission and will be operated by a new postmaster. To facilitate the refurbishment, the service will close temporarily on Saturday 9 September 2023 at 12:30 and re-open on Monday 25 September 2023.

During this short period of temporary closure customers requiring Post Office facilities may use any convenient Post Office service. Details of alternative Post Office branches in the area provided below for your convenience:

- Larches Post Office, 8 Elswick Road, Ashton On Ribble, Preston, PR2 1NT
- Ashton Lane Ends Post Office, 212 Tulketh Brow, Preston, PR2 2JJ

The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We would like to hear from you

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. The re-opening of the branch in a new location is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

Details about your new branch are provided at the end of this letter and our Consultation Hub. We will be accepting comments until Wednesday 6 September 2023. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on this branch reopening through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the engagement for this branch either by branch name, postcode or the unique branch code **245501**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**Want to tell us what you think right here and now?
Scan here.**

If you don't have a QR code scanner on your phone, you can find one in your app store.



We will display posters in the new location to tell customers the good news. If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of these posters, please let us know.

Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the opening date, posters will be displayed in branch to let customers know.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

Samuel Williams

Samuel Williams
Network Provision Lead

Cottam Post Office Information Sheet

The Cottam Community Centre
Haydocks Lane
Cottam
Preston
PR4 0NY

Post Office opening hours

Mon - Fri	08:30 – 17:30
Sat	09:00 – 13:00
Sun	Closed

There are times our branches may need to make changes to its opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Access

The newly refurbished premises will have a wide door with a ramp at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new branch will be located approximately 750 metres away from the previous branch, along varied terrain.

A car park will be available outside the new branch.

Retail

Cards and Stationery.

Date of Re-opening

Monday 25 September 2023 at 10.00.

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Cottam Post Office® services available

For information about product availability call 03457 22 33 44.

For details of maximum value of transactions, please speak to the operator.

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓
<p>Other Products are available at:</p> <p>Ashton Lane Ends Post Office, 212 Tulketh Brow, Preston, PR2 2JJ and Larches Post Office, 8 Elswick Road, Ashton On Ribble, Preston, PR2 1NT</p>	
<p>Opening times:</p> <p>Mon – Fri 09:00 – 17:00 Sat 09:00 – 13:00 Sun Closed</p>	

Principles of Community Engagement on changes to the Post Office network (Extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Consumer Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

postofficeviews.co.uk

comments@postoffice.co.uk

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² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in ² and ³ above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.