



Dear Customer

**Creaton Post Office®**  
**27 High Street, Creaton, NN6 8NA**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Creaton Village Shop, 2a Welford Road, Creaton, NN6 8NH, where it will operate as one of our new local style Post Office branches.

We received 58 individual responses from customers and local representatives during the consultation period, with customers welcoming the improved parking and accessibility in and around the proposed location.

I have carried out a final review of my original proposal and the feedback received during the public consultation period. I was pleased to learn of customers support for the move and we are delighted that Creaton branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide future sustainability. We already have over 3470 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

Access at the store is level with a wide door at the entrance. Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers to move around without difficulty.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions, including the collection of undelivered mail. I am also pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking, and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday, Sunday and longer opening times throughout the week, so customers can use our services at times that suit them better. There will be two parking spaces available adjacent to the premises, with a further two spaces available approximately 15 metres away.

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

The current branch will close at 17:30 on Thursday 30 August 2018, with the new branch opening, at Creaton Village Shop, at 13:00 on Friday 31 August 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Brixworth Post Office, 5 Hunters Way, Northampton, NN6 9EL
- Guilsborough Post Office, High Street, Guilsborough, NN6 8PU

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](https://postofficeviews.co.uk)

Thank you for considering our proposal.

Yours faithfully

*Anthony Bayley*

**Anthony Bayley**  
**Area Network Change Manager**

How to contact us:

[postofficeviews.co.uk](https://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

FREEPOST Your Comments

<b>Creaton Post Office information sheet</b>															
<b>Address</b>	Creaton Village Shop 2a Welford Road Creaton NN6 8NH														
<b>Opening hours</b>	<table border="1"> <tbody> <tr> <td>Monday</td> <td>07:30 – 18:00</td> </tr> <tr> <td>Tuesday</td> <td>07:30 – 18:00</td> </tr> <tr> <td>Wednesday</td> <td>07:30 – 18:00</td> </tr> <tr> <td>Thursday</td> <td>07:30 – 18:00</td> </tr> <tr> <td>Friday</td> <td>07:30 – 18:00</td> </tr> <tr> <td>Saturday</td> <td>08:00 – 12:00</td> </tr> <tr> <td>Sunday</td> <td>08:00 – 12:00</td> </tr> </tbody> </table>	Monday	07:30 – 18:00	Tuesday	07:30 – 18:00	Wednesday	07:30 – 18:00	Thursday	07:30 – 18:00	Friday	07:30 – 18:00	Saturday	08:00 – 12:00	Sunday	08:00 – 12:00
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<b>Distance</b>	350 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> The premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There will be two parking spaces available adjacent to the premises, with a further two spaces available approximately 15 metres away.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	13:00 on Friday 31 August 2018														

**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.**

**Creaton Post Office® services available**

**For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	<b>Express 24 &amp; 48</b>
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros/Dollars</b>
Travel insurance referral	✓
On demand travel insurance	x
<b>Payment by cheque</b>	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Products marked x are available at <b>Brixworth</b> Post Office, 5 Hunters Way, Northampton, NN6 9EL	Opening times: Mon – Sat      09:00 – 17:30