



Dear Customer

## **Local public consultation – Decision**

**Crich Post Office  
Market Place, Crich, Matlock, DE4 5DD**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Nisa Local, Market Place, Crich, Matlock, DE4 5DD, where it will operate as one of our local style branches.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 17:00 on Monday 19 May 2025, with the new branch opening, at Nisa Local, Market Place, at 13:00 on Tuesday 20 May 2025. If there are any unforeseen circumstances 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 branch's are provided below for your convenience:

- Sawmills Post Office, 80 Ripley Road, Sawmills, Belper, DE56 2JQ
- Holloway Post Office, 7 Church Street, Holloway, Matlock, DE4 5AY

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

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

Yours faithfully

*Sarah Cottrell*

**Sarah Cottrell  
Regional Change Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](https://postofficeviews.co.uk)  
FREEPOST Your Comments

**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.**

## **Appendix A**

### **Response to Local Public Consultation**

**Consultation started** Friday 25 October 2024

**Consultation ended** Friday 6 December 2024

#### **Consultation responses**

- 82 responses from customers and local representatives

#### **Key issues raised**

- Access
- Internal Space
- Staff Training
- Counters, Privacy and Queues

#### **Response to issues raised**

##### **Access**

We recognise that the Post Office plays an important part in the lives of our customers, particularly to the older and disabled people and we want to make our services as accessible as possible. Currently, there is a step and a grab rail at the entrance to the new premises. The new postmaster will provide an additional grabrail and assistance bell and signage would also be installed, to help customers with mobility issues or wheelchair users and those with buggies to get into the premises. The postmaster will also ensure the automatic door is fixed and operating for customer use for a more pleasant experience.

##### **Internal Space**

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 postmaster 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 and a wheelchair to move around without difficulty.

##### **Staff Training**

The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

##### **Counters, Privacy and Queues**

The new local style Post Office will operate from a Post Office counter position located alongside the shop counter enabling customers to carry out the same range of Post Office products and services alongside retail transactions. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday and Sundays for longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will also be working closely with the postmaster to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

## Appendix B

### Crich Post Office Information Summary

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](http://www.postoffice.co.uk/branch-finder)

New Location							
Nisa Local, Market Place, Crich, Matlock, DE4 5DD							
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday - Saturday</td><td>07:00 – 21:00</td></tr><tr><td>Sunday</td><td>08:00 – 20:00</td></tr></table>		New opening times		Monday - Saturday	07:00 – 21:00	Sunday	08:00 – 20:00
New opening times							
Monday - Saturday	07:00 – 21:00						
Sunday	08:00 – 20:00						
Products and Services							
The same products and services will continue to be available.							
Serving positions							
There will be one Post Office serving point at the retail counter.							
Access							
<p>The new premises will have a wide automatic door, a step and grab rail at the entrance, however for customers requiring assistance to enter, an additional grabrail, assistance bell and signage would also be installed. The sign will be clearly visible for customers to ring for assistance. Both the bell and the sign will be accessible to wheelchair users.</p> <p>Internally, there will be a hearing loop and space for a wheelchair.</p>							
Getting there							
<p>The new branch will be located approximately 40 metres away from the current branch, along mostly level terrain.</p> <p>Roadside parking is available outside the new premisses.</p>							
Store retail available	Convenience store.						

## Products and Services

Products and Services	New Branch
Cash Withdrawals	✓
Cash Deposits	✓
Cheque Deposits	✓
<b>Mails</b>	
Drop & Go	✓
Parcelforce Express Services	✗
<b>Pay Bills &amp; Top Up</b>	
Pay Bills & Top-up	✓
<b>Driving</b>	
Vehicle Tax	✓
<b>Travel</b>	
Foreign Currency	<b>Euros / Dollars</b>
Travel Money Card	✓
<b>Your Finances</b>	
Savings Application Forms	✗

✗ Services not available at the new branch are available at

**Belper Post Office:** Strutt Street, Belper, DE56 1UN

Open hours: Mon - Fri 08:00 – 17:30

Sat 08:00 – 13:00

Sun Closed

## **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](https://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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>5</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>6</sup> local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies, and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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

### **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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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**

**Call: 03452 66 01 15**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>5</sup> There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

<sup>6</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.