



Dear Customer

**Engaging with our customers - Share your views**

**Closure of Earl Sterndale Hosted Outreach Post Office Service SK7 0BU**

I'm writing to let you know about the change we're making to Post Office service provision in the area. Due to low customer usage, Earl Sterndale Hosted Outreach Post Office service, operated by the postmaster from Ashbourne Road Post Office, will cease operating from week commencing Monday 16 May 2022.

Local customers may use any convenient Post Office service. Details of two possible alternative Post Office services are provided below:

- Longnor Post Office, Longnor, Buxton, SK17 0NS
- Higher Buxton Post Office, 12a High Street, Buxton, SK17 6EU

We will continue to monitor and review the demand for Post Office services in the local community of Earl Sterndale, however, any future service needs to be sustainable for the person operating the service, and for Post Office Limited.

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 posters, please let us know.

**We would like to hear from you**

We're now starting a period of local public engagement on closure of Earl Sterndale Post Office Hosted Outreach service and we'd like you to tell us what you think regarding the access to other Post Office services in the area. We welcome any feedback or general comments you may have but would particularly appreciate your views on the following questions:

- How easy is it to get to the alternative Post Office services?
- Are there any local community issues you think we should know about that might be affected by the change?

We will be accepting comments until Thursday 12 May 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

For further information or to share your views, please visit our Consultation Hub via [postofficeviews.co.uk](https://postofficeviews.co.uk), then use the search function to find the engagement for this service either by service name, postcode, or the unique code **269471**

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

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.

Yours faithfully

*Karl Haddon*

**Karl Haddon**  
**Network Provision Lead**

**How to contact us:**

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

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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your envelope for your letter to reach us.**

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.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

## Alternative branches

**During the Coronavirus pandemic some branches may need to make changes to their 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)**

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### Longnor Post Office

Longnor  
Buxton  
SK17 0NS

### Services

The same range of services will continue to be available, with the addition of Vehicle Tax and National Lottery, however excluding Dollars Travel Money and On Demand Travel Insurance.

### Opening times

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

### Access and facilities

This branch has a wide door and level access at the entrance.

### Getting there

This Post Office service is located approximately 2.1 miles away from Earl Sterndale Hosted Outreach location, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

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### Higher Buxton Post Office

12a High Street  
Buxton  
SK17 6EU

### Services

The same range of services will continue to be available, with the addition a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and National Lottery.

### Opening times

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

### Access and facilities

This branch has a wide door and level access at the entrance.

### Getting there

This Post Office service is located approximately 4.7 miles away from Earl Sterndale Hosted Outreach location, along varied terrain. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

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## **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](http://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 local elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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, Citizens Advice 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, Citizens Advice 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**  
**FREEPOST Your Comments**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>2</sup> 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.

<sup>3</sup> 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 <sup>2</sup> and <sup>3</sup> 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.