

Dear Customer,

Local public consultation – Decision

**East Bergholt Post Office
East of England Co-Op, The Street, Colchester, CO7 6TA**

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 East of England Co-Op, 1 Hicks Way, East Bergholt, CO7 6DB.

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 summary 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 on Thursday 24 July 2025 at 17:30, with the new branch opening, at East of England Co-Op, 1 Hicks Way, East Bergholt, CO7 6DB, on Wednesday 30 July 2025 at 13:00. 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 branches are provided below for your convenience:

- Stratford St Mary Post Office, Upper Street, Stratford St Mary, Colchester, CO7 6LW
- Manningtree Post Office, Riverside Avenue East, Lawford, Manningtree, CO11 1US

This information is also available on the Post Office Consultation Hub at: 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

Allison Wallace

Allison Wallace
Regional Change Manager
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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 Tuesday 01 April 2025

Consultation ended Tuesday 13 May 2025

Consultation responses

- 141 responses from customers and local representatives

Key issues raised

- Privacy
- Distance

Response to issues raised

Privacy

Our operator plans to incorporate a new modern Post Office into their store which will be carefully integrated inside, ensuring sufficient space, security and privacy for both Post Office and retail customers.

We will also be working closely with the new operator 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.

Distance

The new premises are located approximately 1.1 miles away from the current site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, it will regrettably mean a longer or less convenient journey for some customers.

Appendix B

East Bergholt 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

New Location																	
East of England Co-Op, 1 Hicks Way, East Bergholt, CO7 6DB																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 – 18:00</td></tr><tr><td>Tuesday</td><td>09:00 – 18:00</td></tr><tr><td>Wednesday</td><td>09:00 – 18:00</td></tr><tr><td>Thursday</td><td>09:00 – 18:00</td></tr><tr><td>Friday</td><td>09:00 – 18:00</td></tr><tr><td>Saturday</td><td>09:00 – 13:00</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New opening times		Monday	09:00 – 18:00	Tuesday	09:00 – 18:00	Wednesday	09:00 – 18:00	Thursday	09:00 – 18:00	Friday	09:00 – 18:00	Saturday	09:00 – 13:00	Sunday	Closed
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Products and Services																	
The same range of products and services will still be available.																	
Serving positions																	
There will be a Post Office serving point at the retail counter.																	
Access																	
The new premises will have a wide automatic door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.																	
Getting there																	
The new premises will be located approximately 1.1 miles away from the previous branch, along varied terrain. There will be a dedicated customer car park at the new premises. There are local buses serving the surrounding area.																	
Store retail available	Convenience store.																

The latest available branch information, including possible alternatives Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder
For additional information about product availability call 03457 223344.

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

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Services available	New Branch
Everyday Personal & Business Banking	
Cash Deposits	✓
Cheque Deposits	✓
Mails	
Drop & Go	✓
Parcelforce Express Services	✓
Pay Bills & Top Up	
Pay Bills & Top-up	✓
Paper Check & Send - New & Renewals	✓
Travel	
Foreign Currency	Euros
Travel Insurance	✓
Travel Money Card	✓
Your Finances	
Savings Application Forms	✓

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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁵
- 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-week⁶ 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

Comments@postoffice.co.uk

FREEPOST Your Comments

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Textphone: 03457 22 33 55

⁵ 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.

⁶ 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.