



Dear Customer,

Changes to Finchingfield Mobile service

We are delighted to let you know that we are restoring Post Office services to the communities of Roxwell and Hatfield Heath with the introduction of a Mobile service.

Following the temporary closure of Roxwell and Hatfield Heath Post Office, we are pleased to let you know that we are introducing a permanent Mobile service to the Roxwell community, which will be located at Memorial Hall Car Park, The Street, Roxwell, Essex, CM1 4PA and is scheduled to commence on Friday 3 December 2021 at 11:30. We will be restoring Post Office services to the Hatfield Heath community with the introduction of a temporary Mobile service whilst we continue to seek a permanent solution. The Mobile service will be located at Village Hall Car Park, The Heath, Hatfield Heath, CM22 7EA. This Mobile service is also scheduled to commence from Friday 3 December 2021 at 10:00.

We've been working hard to identify a solution to restore services locally and a Mobile service, which is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises, is a tried and tested way of maintaining service to smaller communities.

We are therefore pleased to inform you that the Postmaster from Finchingfield Post Office is willing to offer services to these communities. The establishment of a Mobile Service presents the best possible solution to restore Post Office services to these communities.

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. We are pleased to inform you that the Postmaster from Finchingfield Post Office is also willing to offer services to the communities of Wethersfield Base, Stebbing and Shalford with the introduction of a new Mobile services.

The Mobile services at Stebbing & Shalford will commence on Friday 3rd December 2021 and the Mobile service at Wethersfield Base will start on Tuesday 7th December 2021.

Full details of the new services and changes are provided at the end of this letter.

We constantly monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities.

We will display posters locally 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 posters, please let us know.

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the proposed days and opening hours?

We will be accepting comments until Friday 03 December 2021. 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, then use the search function to find the engagement for this service either by service name, postcode, or the unique code **149114**

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.

We do hope that you will support this new service.

Yours faithfully,

Wendy Hamilton

Wendy Hamilton
Network Provision Lead

How to contact us:

postofficeviews.co.uk

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.

Details of the new Mobile services:

Roxwell Mobile Service

Memorial Hall Car Park
The Street
Roxwell
Essex
CM1 4PA

Opening times

Friday	11:30 – 12:30
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking available close to the Mobile Van.

Getting there

This Mobile Post Office service is located approximately 150 meters away from the previous branch, along varied terrain.

Hatfield Heath Mobile Service

Village Hall Car Park
The Heath
Hatfield Heath
Essex
CM22 7EA

Opening times

Friday	10:00 – 11:00
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking available close to the Mobile Van.

Getting there

This Mobile Post Office service is located approximately 190 meters away from the previous branch, along varied terrain.

Stebbing Mobile Service

The Cul-de-Sac at The Mount/
Ploughmans Way
Stebbing
CM6 3SH

Opening times

Friday	13:30 – 14:30
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking available close to the Mobile Van.

Wethersfield Base Mobile Service

Ministry of Defence
Wethersfield
Essex
CM7 4AZ

Opening times

Tuesday	15:30 – 16:00
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking available close to the Mobile Van.

Shalford Mobile Service

Village Hall Car Park
Church End
Shalford
Essex
CM7 5EZ

Opening times

Friday	15:00 – 16:00
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking available close to the Mobile Van.

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 local 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, 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

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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.