



Dear Customer,

### Restoring Services to Newport

### Changes to Finchingfield Mobile Services affecting Carver Barracks, Widdington, Great Sampford, Shalford, Stebbing, Wethersfield Base, West Wickham & Outreach Service at High Easter

We are pleased to advise that we are restoring Post Office services to the community of Newport.

Since the closure of the Newport branch, we have continued to work to identify a solution to restore Post Office services to the local community. Consequently, we are planning to introduce a Mobile service which is a tried and tested way of maintaining services to smaller communities. The Mobile service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services to communities without relying on fixed premises. The establishment of the Mobile service presents the best possible solution to restore Post Office services to the community.

Equally, we are pleased to inform you that the Postmaster from Finchingfield Post Office will operate this new mobile service to Newport, which will be located at outside Waterloo House, High Street, Newport, CB11 3PG and is scheduled to commence on Tuesday 07 May 2024 at 13:15.

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 day and opening hours?

Details about your new service are provided at the end of this letter. We will be accepting comments until Friday 10 May 2024. 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 **149114**.

#### How to share your views:

#### Consultation Hub ([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 – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.

There will need to be some changes to the current services offered by Finchingfield Mobile van to accommodate the new mobile service. There will be changes to the opening times for services at Carver Barracks, Widdington, Great Sampford, Stebbing and opening day and time at Shalford Mobile Services from the week commencing Monday 06 May 2024.

Additionally, the High Easter Outreach service currently located at Snug at the Garage, The Street, High Easter, Chelmsford, CM1 4QR will close, however, this service will now be offered from the Finchingfield Mobile Service from a new location at: Village Hall Car Park, The Street, High Easter, Chelmsford, CM1 4QS. This Mobile service is scheduled to commence from Friday 10 May 2024 at 13:00. Full details of these service changes are provided at the end of this letter.

Regrettably, due to very low customer usage, the mobile service at Wethersfield Base will be closing Tuesday 30 April 2024 at 16:30. West Wickham mobile service will also be closing on Thursday 02 May 2024 at 15:00. We hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are provided at the end of this letter and the latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

We will display posters to tell customers about these changes. 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.

Once the plans have been finalised for the new Newport Mobile Service, we'll display a poster 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,

*Zoe Hall*

**Zoe Hall**  
**Network Provision Lead**

## Details of the new Mobile services:

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### Newport Mobile Service

Outside Waterloo House  
Waterloo House  
High Street  
Newport  
CB11 3PG

#### Opening times

Tuesday	13:15 – 14:45
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#### Getting there

This Mobile Post Office service is located approximately 330 metres away from the previous branch, along varied terrain.

#### Services

A wide range of services will continue to be available.

#### 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 is available close to the Mobile Van.

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### Current Location

#### High Easter Outreach Service

Snug at the Garage  
The Street, High Easter  
Chelmsford  
CM1 4QR

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### New Location

#### High Easter Mobile Service

Village Hall Car Park  
The Street, High Easter  
Chelmsford  
CM1 4QS

#### Current opening hours

Tuesday	09:00 – 11:00
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#### New opening hours

Friday	13:00 – 14:00
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#### Services

A wide range of services will continue to be available.

#### 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 is available close to the Mobile Van

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## Details of Alternative services:

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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### Wethersfield Base

- Great Waltham Post Office, Barrack Lane, Great Waltham, Chelmsford, CM3 1ET
- Dunmow Post Office, 23 High Street, Dunmow, CM6 1AD

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### West Wickham

- Balsham Post Office, 47 High Street, Balsham, Cambridge, CB21 4DJ
  - Hanchette Village Post Office, 2 Grove Court, Brybank Road, Haverhill, CB9 7GN
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**Details of the change to existing Mobile services:**

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**Carver Barracks Mobile Service**, Broad Oaks Close, Wimbish, CB10 2YJ

**Current opening times**

Tuesday	11:00 – 12:00
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**New opening times**

Tuesday	11:00 – 11:30
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**Widdington Mobile Service**, Outside the Village Hall, Widdington, CB11 3SG

**Current opening times**

Tuesday	12:30 – 13:30
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**New opening times**

Tuesday	12:00 – 13:00
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**Great Sampford Mobile Service**, The Red Lion Car Park, Finchingfield Road, Great Sampford, CB10 2RL

**Current opening times**

Tuesday	14:00 – 15:00
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**New opening times**

Tuesday	15:15 – 16:15
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**Shalford Mobile Service**, The Village Hall Car Park, Church End, Shalford, CM7 5EZ

**Current opening times**

Friday	15:00 – 16:00
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**New opening times**

Thursday	14:30 – 15:30
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**Stebbing Mobile Service**, Mount Fields, Stebbing, Dunmow, CM6 3XG

**Current opening times**

Friday	13:30 – 14:30
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**New opening times**

Friday	14:30 – 15:30
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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.

## **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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified<sup>2</sup> and where there is no degradation of access to Post Office services (into and inside the premises).

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 locally elected representatives<sup>3</sup>, the Consumer Advocacy Bodies and selected charities<sup>4</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, Consumer 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, Consumer 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**

**Call: 03452 66 01 15**

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

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>2</sup> Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

<sup>3</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>4</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 3 and 4 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.