



Dear Customer

Engaging with our customers - Share your views

Goostrey Outreach Post Office
Previously located at: 168 Main Road, Goostrey, Crewe, CW4 8JP

We are delighted to let you know that following the closure of Goostrey Post Office we will be re-opening the Outreach service in April 2024. This will be in a new location at - Goostrey Methodist Church, 178 Main Road, Goostrey, Crewe, CW4 8PA. We will update customers once the opening date has been finalised.

We would like to hear from you

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. The re-opening of the Outreach service in a new location is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

Details about your new Outreach Post Office service are provided at the end of this letter and our Consultation Hub. We will be accepting comments until 19 April 2024. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on this branch re-opening through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the engagement for this branch either by branch name, postcode or the unique branch code **168470**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

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.



We will display posters in the new location and in the local area 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 these posters, please let us know.

Once the plans have been finalised, we'll display a poster at the Goostrey Methodist Church and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the opening date, posters will be displayed in Goostrey Methodist Church to let customers know.

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

David Hunt

David hunt
Network Provision Lead

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.

Goostrey Outreach Post Office Information sheet

Goostrey Methodist Church
178 Main Road
Goostrey
Crewe
CW4 8PA

Post Office opening hours

Monday	12:30 – 17:00
Tuesday	14:30 – 17:00
Wednesday	No service
Thursday	14:30 – 17:00
Friday	14:30 – 17:00
Saturday	No service
Sunday	No service

**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**

Products & Services

Similar products and services will continue to be available, with Vehicle Tax and Euros On Demand Travel Money.

Serving positions

There will be a dedicated Post Office serving position within the Methodist Church.

Access

The Methodist Church is undergoing works and a new ramp and door will be installed at the entrance.

Internally, there will be a hearing loop and for a wheelchair.

Getting there

The new service will be located approximately 60 metres away from the previous Post Office service, along mostly level terrain.

Roadside parking is available nearby.

Retail

Methodist Church

Date of Change

April 2024

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 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
- Minimise or avoid a loss of service to a community where a replacement branch location has been Identified.² Where there is a risk that the service could be lost (e.g., an issue with the premises) and where there is no degradation of access to Post Office services (into and inside the premises). This type of change will result in the relocation of the branch

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 representatives³, the Consumer Advocacy Bodies and selected charities⁴, 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.

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² 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.

³ 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.

⁴ 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.