



Dear Customer

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. I'm therefore pleased to let you know that we are planning to open a new Mobile Post Office in your area at: The Bell Car Park, 50 High Street, Great Paxton, Cambridgeshire, PE19 6RF, on Tuesday 14 January 2020, at 14:00.

The service will be one of our Mobile service which is a travelling Post Office, located within a mobile vehicle which brings Post Office products and services to local communities without having to rely on fixed premises. The Mobile service is provided directly from the vehicle which is carefully designed with a fully fitted Post Office counter inside which means customers will be able to carry out a wide range of Post Office transactions.

Details of the opening hours and the key products and services that will be available are provided overleaf. Please feel free to share this information with others who may be interested to hear about the new service. If there are any unforeseen changes which mean these dates change, posters will be displayed in store to let customers know.

We are pleased to inform you that the postmaster from Hemingford Grey Post Office is willing to offer this permanent Mobile Service. The new service will be operated from The Bell Car Park, 50 High Street, Great Paxton, Cambridgeshire, PE19 6RF.

To accommodate the new mobile service, there will be some changes to the current service at Little Paxton. These changes will commence from week commencing 13 January 2020. Full details of the new temporary service and change to Little Paxton are provided at the end of this letter.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

Anthony Bayley

Anthony Bayley
Change Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

New Service Details:

Great Paxton Mobile Service

The Bell Car Park
50 High Street
Great Paxton
Cambridgeshire
PE19 6RF

Opening times

Tuesday	14:00 – 16:00
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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 but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

There is a car park directly outside the premises.

Details of changes to existing Mobile Service:

Little Paxton Mobile Service

Current opening times

Tuesday	14:00 – 16:00
Thursday	14:00 – 16:00

New opening times

Thursday	14:00 – 16:00
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To get this information in a different format, for example, in larger print, audio or braille call 03457 22 33 44 or Textphone 03457 22 33 55.

Post Office opening times & services available
Tuesday 14:00 – 16:00
Mail
First & Second Class mail
Stamps, stamp books (1st class 6 & 12 only, 2nd class 12 only)
Special stamps (Christmas issue only) & postage labels
Signed For
Special Delivery
Home shopping returns
Inland small, medium & large parcels
Express & contract parcels
British Forces Mail (BFPO)
International letters & postcards (inc. Tracked & Signed)
International parcels up to 2kg & printed papers up to 5kg
Articles for the blind (inland & international)
Royal Mail redirection service
Local Collect
Drop & Go
Withdrawals, deposits and payments
Post Office Card Account
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.
Postal orders
Moneygram
Bill payments
Automated bill payments (card or barcoded)
Key recharging
Travel
Pre-order travel money
Travel insurance referral
Mobile Top-ups & E vouchers
Cheques are NOT accepted as a method of payment
For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator. Customers can also shop online at www.postoffice.co.uk

Principles of Community Engagement on changes to the Post Office network

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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 locally 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.

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

- Permanent closure of a Post Office branch⁴
- 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-week⁵ 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, 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
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Textphone: 03457 22 33 55

¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, 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.

⁴ 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.

⁵ 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.