



Dear Customer,

### **Local public consultation – Decision**

**Hardingstone Post Office  
137 Bouverie Road, Hardingstone, Northampton, NN4 6EG**

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 One Stop at 59-61 High Street, Hardingstone, NN4 6BZ.

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 sheet 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.

We're currently making the final arrangements for the move and further information will be provided in branch once the dates have been agreed.

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://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  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://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** 09 August 2024

**Consultation ended** 20 September 2024

#### **Consultation responses**

- 16 responses from customers and local representatives

#### **Key issues raised**

- Internal Space and Access

#### **Response to issues raised**

##### **Internal Space and Access**

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty. We are pleased to inform you the Postmaster has agreed to repair the damaged tarmac outside the shop creating a safer passage for our customers.

## Appendix B

### Hardingstone Post Office Information Summary

One Stop  
59-61 High Street  
Hardingstone  
NN4 6BZ

#### New opening hours

Mon - Fri	09:00 - 17:00
Sat	09:00 - 12:30
Sun	Closed

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](http://www.postoffice.co.uk/branch-finder)

#### Products & Services

Similar services will still be available.

#### Serving positions

There will be two serving positions at the retail counter.

#### Access

The new premises will have a wide, automatic door and level access at the entrance.

#### Getting there

The new branch will be located approximately 350 metres away from the current branch, along varied terrain. Parking is available on the forecourt of the premises and nearby.

#### Retail

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](http://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.

Products and Services	Current Branch	Proposed Branch
<b>Everyday Personal &amp; Business Banking</b>		
Cash Withdrawals	✓	✓
Cash Deposits	✓	✓
Cheque Deposits	✓	✓
<b>Mails</b>		
Drop & Go	✓	✓
Parcelforce Express Services	✓	✓
DPD - Buy in branch	✓	✓
DPD - Drop off & Collections	✓	✓
<b>Pay Bills &amp; Top Up</b>		
Pay Bills & Top-up	✓	✓
<b>Travel</b>		
Foreign Currency	✓	Euros
Travel Money Card	✓	✓
<b>Your Finances</b>		
MoneyGram®	✓	✓
Western Union	✓	✓
ATM – 24hr	✓	✗

✗ Services not available at the new branch are available at **Delapre** Post Office, 100 Towcester Road, Northampton, NN4 8LQ

Other products are available at **Gloucester Avenue** Post Office, 42-44 Gloucester Avenue, Delapre, Northampton, NN4 8QF

Open hours: Mon - Fri 08:00 – 20:00;  
Sat 09:00 – 20:00;  
Sun 09:00 – 15:00

Mon - Sat 09:00 – 21:00;  
Sun 09:00 – 20:00;

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

- Permanent closure of a Post Office branch<sup>5</sup>
- 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-week<sup>6</sup> 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**

**Call: 03452 66 01 15**

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

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>5</sup> 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.

<sup>6</sup> 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.