



Dear Customer

Local public consultation – Decision

**Haverhill Post Office
11 High Street, Haverhill, Suffolk, CB9 8AB**

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 40 High Street, (Formerly Henderson's The Newsagents) Haverhill, CB9 8AR. where it would continue to operate as one of our main style branches.

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.

The current branch will close on Tuesday 30th September 2025 at 17.30, with the new branch opening, at 40 High Street, at 13:00 on Wednesday 1st October. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During this period of closure customers may use any convenient Post Office branch. Possible alternative is provided below

- Hanchette Village Post Office, 2 Grove Court, Brybank Road, Haverhill, Suffolk, CB9 7GN

This information is also available on the Post Office Consultation Hub at: 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

Yours sincerely

Allison Wallace

**Allison Wallace
Regional Change Manager
Post Office Limited**

comments@postoffice.co.uk

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 1 July 2025

Consultation ended 12 August 2025

Consultation responses

- 124 responses from customers and local representatives

Key issues raised

- Parking
- Staffing
- Retention of cash machine
- Access and Internal Space
- Retention of the sorting office

Response to issues raised

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that Time restricted roadside parking is available nearby. There is also a pay & display car park on Helions Walk within 250 metres of the proposed new premises, at a rate of 50p for three hours for blue badge holders.

Staffing

Postmasters operate Post Office branches on an agency basis, rather like franchises, so they are all privately owned and managed businesses, and as such, they are responsible for the staff employed at the branch. All staff members required to work in the Post Office would be fully trained. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

Retention of the cash machine

The cash machine will not be relocating with the move; however, cash can be accessed from the Post Office counters. The nearest free cash machine is located at Tesco, Leeds Lane, Haverhill, Suffolk, CB9 0EL approximately 0.2 miles from the new branch.

Access and Internal Space

Access at the new location is level. 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.

Retention of the sorting office

The Royal Mail sorting office function will be unaffected by the move and customers will still be able to collect undeliverable mail items from the current location.

Appendix B

Haverhill Post Office Information Summary

There are times our 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

New Location																	
40 High Street, Haverhill, CB9 8AR																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 – 17:30</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 17:30</td></tr><tr><td>Thursday</td><td>09:00 – 17:30</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 17:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New opening times		Monday	09:00 – 17:30	Tuesday	09:00 – 17:30	Wednesday	09:00 – 17:30	Thursday	09:00 – 17:30	Friday	09:00 – 17:30	Saturday	09:00 – 17:30	Sunday	Closed
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Saturday	09:00 – 17:30																
Sunday	Closed																
Products and Services																	
The same products and services will still be available, excluding the external cash machine.																	
Serving positions																	
There will be three serving positions in total: one screened and two open plan. The total number of serving positions has been based on current and future predicted business levels.																	
Access																	
Access will be level at the entrance to the new premises. Low-level serving counters, a low-level writing desk, and hearing loops will be available.																	
Getting there																	
The new branch will be located approximately 240 metres away from the current branch, along mostly level terrain. Time restricted roadside parking is available nearby, there is also a pay & display car park on Helions Walk within 250 metres of the proposed new premises, at a rate of 50p for three hours for blue badge holders. Public transport is available to and from the surrounding areas.																	
Store retail available	Cards/stationery																

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

- Permanent closure of a Post Office branch⁵
- 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-week⁶ 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

Textphone: 03457 22 33 55

FREEPOST Your Comments

⁵ 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.

⁶ 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.