



Dear Customer,

Local public consultation – Decision

**Heelands Post Office
3 Swinden Court, Heelands, Milton Keynes, MK13 7PN**

We are writing to update you on our previous communication with our proposal to move the above branch to 4 Swinden Court, Heelands, Milton Keynes, MK13 7PN.

The consultation period ended on Thursday 28 March 2024, however, I'm now writing to let you know that the proposed new operator has decided not to progress their application to operate the branch. Unfortunately, with the current postmaster resigning and the premises no longer available for post office use, Heelands Post Office is due to close on Monday 29 April 2024 at 17:30. We appreciate that this is very disappointing news.

I would like to assure you that we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

Future provision will reflect customer numbers and usage and we may take the opportunity to establish an alternative type of service. This may be a local style branch which runs alongside an established retail shop in newly refurbished premises and creates a more modern and convenient experience for customers.

During this period of closure, customers requiring Post Office facilities may use any convenient Post Office service. Details of three alternative Post Office branches are provided below for your convenience:

- Two Mile Ash Post Office, 72-74 High Street, Two Mile Ash, Milton Keynes, MK8 8HD
- St Leger Drive Post Office, 2 St Leger Court, Great Linford, Milton Keynes, MK14 5HA
- Milton Keynes Post Office, Unit N1 802 Midsummer Boulevard, Milton Keynes, MK9 3QA

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

Your faithfully

Allison Wallace

**Allison Wallace
Network Provision 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.**

Alternative branches

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

Two Mile Ash Post Office

72-74 High Street
Two Mile Ash
MK8 8HD

Opening times

Monday – Friday	08:30 – 18:00
Saturday	09:00 – 14:00
Sunday	Closed

Services

Offers similar services, however excluding On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance via steps or a ramp.

Getting there

This Post Office service is located approximately 1.6 miles away from Heelands branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

Milton Keynes Post Office

Unit N1 802 Midsummer Boulevard
Milton Keynes
MK9 3QA

Opening times

Monday – Friday	09:00 – 18:00
Saturday	09:00 – 17:30
Sunday	Closed

Services

The same range of services will continue to be available, with the addition of a comprehensive range of Travel Money, Passport Check & Send and Vehicle Tax.

Access

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 1.6 miles away from Heelands branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

St Leger Drive Post Office

2 St Leger Court
Great Linford
MK14 5HA

Opening times

Mon, Tue & Thur - Fri	08:30 – 17:30
Wednesday	08:30 – 13:00
Saturday	09:00 – 12:30
Sunday	Closed

Services

Offers the same services.

Access

This branch has wide automatic doors and level access at the entrance.

Getting there

This Post Office service is located approximately 1.8 miles away from Heelands branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

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 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

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Textphone: 03457 22 33 55

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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.