



Dear Customer

Engaging with our customers - Share your views

Hemingford Grey Mobile Service

We are delighted to let you know that following the temporary closure of Girton Post Office, we are restoring the Post Office services to the community with the introduction of a permanent Mobile Post Office service.

We've been working hard to identify a solution to restore services locally. A Mobile service, which is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises, is a tried and tested way of maintaining service to smaller communities.

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. We are therefore pleased to let you know that we are also planning to introduce a new Mobile Post Office service to the community in Offord Cluny.

To accommodate the new Mobile services, we have made some minor changes to the current opening hours of the Mobile Post Office services at Holme and Over.

We are pleased to inform you that the Postmaster from Hemingford Grey Post Office is willing to run the Mobile services, which presents the best possible solution to restore Post Office services to the local communities. These changes will take effect from Friday 3 December 2021.

Further details of the changes to these services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

We will display posters locally 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 posters, please let us know.

We would like to hear from you

As we are keen to restore services to this community as soon as possible, we have decided to go ahead with our plans. Restoring the service as a Mobile outreach 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, particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the planned days and opening hours?

We will be accepting comments until 26 November 2021. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details of the new service are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for this service either by service name, postcode, or the unique branch code **411230**

Once the plans have been finalised, we'll display a poster locally 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 starting date, posters will be displayed locally 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

Matthew Hatfull

Matthew Hatfull
Network Provision Lead

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your envelope
for your letter to reach us.**

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.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**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.**

Details of the new Mobile service at: Girton

Girton Post Office

At the Car Park Behind the
Sallywags Day Nursery
Entrance in Orchard Close
Sallywags Day Nursery
48 Cambridge Road
Girton
Cambridge
CB3 0PJ

Services

A wide range of services will continue to be available.

Access

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

Roadside parking is available close to where the Mobile van will be parked.

New opening times

Friday	13:00 – 14:00
--------	---------------

Getting there

This new Mobile Post Office service is located approximately 400 metres away from the previous branch, along varied terrain.

Details of the new Mobile service at: Offord Cluny

Offord Cluny Post Office

At the Car Park
Offord Village Hall
158 High Street
Offord Cluny
St Neots
PE19 5RR

Services

A wide range of services will continue to be available.

Access

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

Parking is available within the Offord Village Hall Car Park.

New opening times

Friday	11:00 – 12:00
--------	---------------

Details of changes to existing Mobile service at: Holme

Holme Mobile Service, Outside Old Post Office, Station Road, Holme, Peterborough, PE7 3PH

Current opening times

Friday	14:00 – 16:00
--------	---------------

New opening times

Friday	09:30 – 10:30
--------	---------------

Details of changes to existing Mobile service at: Over

Over Mobile Service, Over Community Centre, 16 The Doles, Over, Cambridge, CB24 5NW

Current opening times

Monday	09:30 – 12:30
Wednesday	09:30 – 11:00
Thursday	09:30 – 12:30
Friday	09:30 – 12:30

New opening times

Friday	15:00 – 16:00
--------	---------------

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

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 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.

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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

² 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.

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.