



Dear Customer

Moulton Post Office®
2 Cross Street, Moulton, Northampton, NN3 7RZ

Decision - move to new premises & branch modernisation

Following local public consultation on our proposal to move Moulton Post Office, we have been carefully considering all of the feedback we received alongside all other relevant factors. It's clear from the feedback how important a local Post Office is to our customers and we want to be in the best position to secure sustainable access to our services to our customers. Having reviewed our original proposal we believe the best way to do this is to move the branch to Yogi Stores, 50 Overstone Road, Moulton, Northampton, NN3 7UP where it will operate as one of our new local style Post Office branches.

We received a number of comments and a petition from customers and local representatives during the local public consultation period. The main feedback commented on the distance to the proposed location which was said to be situated further away from the centre of the village and the move would inconvenience some people who use the current branch. Other feedback commented about parking and future development in the area. We also received a number of comments in support of the proposal as the new location was said to be easier to access for some people as it was closer for them, would provide more space inside and easier parking.

As part of the consultation process, Post Office Ltd also meets with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, to review all the consultation responses and to ensure all relevant feedback is considered. All the feedback we received helped us to better understand customers' views and was taken into account when making a decision.

By way of background, the move of this branch is part of our modernisation and investment plans for the Post Office network. As part of the programme, we asked our Postmasters whether they wished to stay with the network and, with the wish of the existing Postmaster to leave the network, it was important to find a viable and sustainable location for the Post Office within the local community. A number of factors are taken into account when considering an appointment; including access to the new location, the size of the premises and suitability of the operator. The processes we follow are established and robust to be fair to all applicants and the new operator at Yogi Stores, who was the sole applicant for the position, was successfully appointed following completion of our application process.

I appreciate that the proposed location is approximately 550 metres from the current site along varied terrain. In situations such as this there will always be customers who are more inconvenienced than others and I acknowledge that for some customers this may mean a slightly longer journey, for which I apologise. Equally, as we know from feedback received, there are other customers for whom the new location is closer and easier to access than at present. For those using public transport, bus service numbers 39 and 43 operates in the area, with a bus stops in close vicinity of the new site. For some customers, Highlands Post Office branch, which can also be accessed by a direct bus service, may be a more convenient alternative option. There is also a convenient car park at the rear of the shop for people using own transport. I am therefore satisfied that access and parking will continue to meet the requirements of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of our customers, particularly to elderly and disabled customers, and we want to make our services as accessible as possible. I am pleased to confirm that customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. Before the new branch opens our new operator will be making improvements for customers and a new permanent ramp will be installed at the entrance providing level access into the premises. A handrail and a bell will also be installed to further assist customers.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator in the internal layout and some retail fixtures and fittings will be re-aligned to make sure there is unimpeded access inside the premises and adequate room for customers to move around the shop without difficulty.

Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches. The new operator is keen to offer Post Office services and is looking forward to welcoming Post Office customers to the store. We will be working with them to make sure there is an appropriate level of privacy at the Post Office serving points. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

The staff training approaches used are of the same high standard to those undertaken in all our branches and staff will be on hand to maintain the same quality of service. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. You'll be re-assured to know that 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.

The Post Office transactions through the local style branch are designed to be quick and efficient to operate to enable fast and effective customer service - the transactions are automated making the service easy for customers and operators and helping to alleviate queuing. However this does mean that a small number of transactions that are more time consuming, complex or paper based, such as large personal and business banking deposits and Parcelforce Worldwide International parcels won't be offered at the new branch. I can confirm these services will continue to be available at Thorplands and Goldings Post Office branches.

The new local style Post Office will operate from two Post Office serving points, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoons, Sunday opening and longer opening times throughout the week, so customers can spread their visits across seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for the branch.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 209226

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postoffice.co.uk/transforming-post-office, or by contacting us at the address provided at the end of this letter.





Thank you for considering our proposal.

Yours faithfully



Will Russell
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use
and no further address details are required.**

We've published our
final plan on-line, to see
it, scan here.

If you don't have a QR
code scanner on your
phone, you can find one
in your app store.



**To get this information in a different format, for example, in larger
print, audio or braille please contact the Customer Helpline on 03457
22 33 44 or Textphone 03457 22 33 55**

Moulton Post Office information sheet															
Address	Yogi Stores 50 Overstone Road Moulton Northampton NN3 7UP														
Opening hours	<table> <tr> <td>Monday</td><td>07:00 - 20:00</td></tr> <tr> <td>Tuesday</td><td>07:00 - 20:00</td></tr> <tr> <td>Wednesday</td><td>07:00 - 20:00</td></tr> <tr> <td>Thursday</td><td>07:00 - 20:00</td></tr> <tr> <td>Friday</td><td>07:00 - 20:00</td></tr> <tr> <td>Saturday</td><td>07:00 - 20:00</td></tr> <tr> <td>Sunday</td><td>08:00 - 13:00</td></tr> </table>	Monday	07:00 - 20:00	Tuesday	07:00 - 20:00	Wednesday	07:00 - 20:00	Thursday	07:00 - 20:00	Friday	07:00 - 20:00	Saturday	07:00 - 20:00	Sunday	08:00 - 13:00
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Distance	550 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access will be via a ramp with a handrail and a bell at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is a car park at the rear of the proposed premises.</p> <p>Buses There are local bus services serving the surrounding area.</p>														
Retail	Convenience store														
Date of Relocation	Dates to be confirmed in branch														

Moulton Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
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 & enveloped cheque deposits. Also barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	x
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Driving	
Car tax (you can pay in cash, by cheque or debit card)	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
Car tax only	
<p>Products marked x are available at Thorplands Post Office, 37 Farm Field Court, Northampton, NN3 8AG</p> <p>Other Post Office branches: Highlands Post Office, 9 Coppice Drive, Northampton, NN3 6ND Goldings Post Office, Goldings Supermarket, Goldings Local Centre, Northampton, NN3 8XW</p>	
<p>Opening times: Mon, Tue, Thu & Fri 09:00 – 17:30 Wed 09:00 – 13:00 Sat 09:00 – 12:30</p>	