



Dear Customer,

## **Local public consultation – Decision**

**Mulfords Hill Post Office  
18 Mulfords Hill, Tadley, RG26 3JE**

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 Premier, 1B Aldermaston Road, Tadley, RG26 4QA.

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 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 summary 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 Thursday 01 February 2024 at 17:00, with the new branch opening, at Premier, 1B Aldermaston Road, Tadley, RG26 4QA, on Friday 02 February 2024 at 13:00. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Burghfield Common Post Office, 1 Recreation Road, Burghfield Common, RG7 3EN
- North Tadley Post Office, 62 Bishopswood Road, Tadley, RG26 4HD

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.

Your faithfully

*Jason Collins*

**Jason Collins  
Network Provision 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** Thursday 21 September 2023

**Consultation ended** Thursday 02 November 2023

### Consultation responses

- 144 responses from customers

### Key issues raised

- Distance, Route to the New Location and Parking
- Internal Space and Queuing
- Privacy
- Royal Mail Post Box

### Response to issues raised

#### Distance, Route to the New Location and Parking

The new premises are located approximately 600 metres away from the current site. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, it will regrettably mean a longer or less convenient journey for some customers.

In terms of access to the new location, there are well maintained pavements and dropped kerbs en route, as well as pedestrian crossings for customers choosing to walk to the new branch. For those using public transport, there are frequent bus services which run from the current location to the new branch, with a bus stop approximately 150 metres from the new branch.

Parking and peak time traffic congestion 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 a customer car park with 13 parking space is available at the new premises. Additionally, to further improve access for customers, the new operator will mark out a parking space for designated disabled parking.

#### Internal Space and Queuing

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.

#### Privacy

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will also be working closely with the operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

**Royal Mail Post Box**

With regards to the post box, our normal procedure is to inform Royal Mail of our proposal as they are responsible for all matters relating to the delivery and acceptance of mail including the siting of post boxes. The decision on whether to relocate or install a new Post Box is therefore for them to make and as a separate business to Post Office Ltd they will have their own procedures to follow, which may include submission of planning applications and consideration of other utilities in the area.

## Appendix B

### Mulfords Hill Post Office Information Summary

Premier  
1B Aldermaston Road  
Tadley  
RG26 4QA

#### New opening hours

Mon – Sat	06:00 - 23:00
Sun	07:00 - 23:00

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

A similar range of products and services will still be available.

#### Serving positions

There will be two Post Office serving positions at the retail counter.

#### Access

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

Internally, there will be a hearing loop and space for a wheelchair.

#### Getting there

The new premises will be located approximately 600 metres away from the previous branch, along mostly level terrain.

A customer car park with 13 parking space is available at the new premises. Additionally, to further improve access for customers, the new operator will mark out a parking space for designated disabled parking.

There are local buses serving the surrounding area.

#### Retail

Convenience store.

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<b>Mulfords Hill Post Office services available</b>	
<b>For information about product availability call 03457 223344.</b>	
<b>For details of maximum value of transactions, please speak to the operator.</b>	
	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Parcelforce Express Service	✓
British Forces Mail (BFPO)	✓
International letters & postcards (Inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
MoneyGram	✓
Change giving	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
<b>Driving</b>	
Vehicle tax	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros/Dollars</b>
Travel insurance referral	✓
On demand travel insurance	<b>*</b>
<b>Mobile Top-ups &amp; E vouchers</b>	
	✓
<b>Payment by cheque</b>	
	✓
<p>Products marked * are available at <b>Burghfield Common</b> Post Office, 1 Recreation Road, Burghfield Common, Reading, Berkshire, RG7 3EN</p> <p>Other Products are available at <b>North Tadley</b> Post Office, 62 Bishopswood Road, Tadley, Hampshire, RG26 4HD</p>	

## **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>1</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>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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](https://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>1</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>2</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.

<sup>3</sup> 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.

<sup>4</sup> 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 3 and 4 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.