



Dear Customer

Changes to Naphill Outreach Service
Affecting Lacey Green and Hampden Row Hosted Outreach Services

We have made some changes to the above Hosted Outreach Post Office services which are currently provided by the Postmaster at Naphill Post Office. The changes will start from Monday 03 March 2025.

Following a review of customer usage, we have made changes to the opening hours of the Hosted Outreach Post Office Services at Lacey Green Hosted Outreach Services, located at: Millenium Hall, Main Street, Lacey Green, Princes Risborough, Buckinghamshire, HP27 0QT. Details of the change can be found at the end of this letter.

The Outreach Service at Hampden Row Village Hall, Great Hampden, Great Missenden, Buckinghamshire, HP16 9RF has closed due to lack of customers. Please accept my apologies for the late notification on this occasion.

We will display posters to tell customers about these changes. 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 apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are provided at the end of this letter and the latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We're carrying out this communication in line with our Principles of Community Engagement. An extract of this is available at the end of this letter.

If you are a local representative, we will write to you again if we have any news about plans for future service provision.

Yours faithfully

Zoe Hall

Zoe Hall

Area Change Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of Alternative branches for Hampden Row Outreach Service:

Speen Post Office		Services
Chapel Hill Speen Princes Risborough Buckinghamshire HP27 0SL		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Sat	09:00 – 17:00	This branch has a wide door and level access at the entrance.
Sun	Closed	

Getting there

This service is approximately 1.2 miles from Hampden Row Outreach Service, along varied terrain. Parking is available in front of the premises. Public transport is available to and from the surrounding areas.

Prestwood Post Office		Services
Wycombe Road Prestwood Great Missenden Buckinghamshire HP16 0PN		Offers similar services, with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	This branch has a wide door and a step at the entrance.
Sat	09:00 – 15:00	
Sun	Closed	

Getting there

This service is approximately 3.0 miles from Hampden Row Outreach Service, along varied terrain. Free customer parking is available at the branch. Public transport is available to and from the surrounding areas.

Details of the change to Lacey Green Hosted Outreach service opening hours:			
Lacey Green Hosted Outreach Service:		Millenium Hall, Main Street, Lacey Green, Princes Risborough, Buckinghamshire, HP27 0QT	
Previous opening times		New opening times starting from week commencing Monday 3 March 2025	
Monday	09:00 – 12:00	Monday	No Service
Tuesday	No Service	Tuesday	No Service
Wednesday	No Service	Wednesday	No Service
Thursday	09:00 – 12:00	Thursday	09:30 – 11:30
Friday	No Service	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

Details of the change to the existing Outreach service at:
Hampden Row Village Hall, Great Hampden, Great Missenden, Buckinghamshire, HP16 9RF
This service has closed due to lack of customers.

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.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - ostofficeviews.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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure¹/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

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

Comments@postoffice.co.uk

FREEPOST Your Comments

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Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.