



Dear Customer

**Newnham Post Office®**  
**Horwood House, High Street, Newnham, GL14 1AA**

**Local public consultation decision**

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 Shop at the Ship at High Street, Newnham, GL14 1BY, where it will be operated by a retail partner.

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 their representatives 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 sheet 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 at 17:30 on Monday 28 June 2021, with the new branch opening, at Shop at the Ship, High Street, Newnham, at 13:00 on Tuesday 29 June 2021. If there are any unforeseen schedule changes 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 alternative Post Office branches are provided below for your convenience:

- Cinderford Post Office, Co-operative Stores, Dockham Road, Cinderford, GL14 2AQ
- Littledean Post Office, Broad Street, Cinderford, GL14 3JS

The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](http://postofficeviews.co.uk)

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

*Sarah Cottrell*

**Sarah Cottrell**  
**Network Provision Manager**

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.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** 24 November 2020

**Consultation ended** 5 January 2021

#### **Consultation responses**

- 26 responses from customers and local representatives

#### **Key issues raised**

- Route
- Parking
- Access
- Products & Services
- Staff, Knowledge and Customer Service

#### **Response to issues raised**

We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. In making the decision following public consultation we have had to balance the comments and concerns raised against the need to ensure a commercially viable and sustainable service into the future. Like many high street retailers, we've had to develop our ways of working so that we can maintain Post Office services for our customers. The move of the Newnham Post Office into a retail grocery store with Arts & Crafts and a coffee shop environment, alongside the introduction of one of our local style branches will help secure the long-term future of Post Office services to the community in Newnham.

#### **Route**

The new premises are located approximately 70 metres across the road, from the current site on a hill along varied terrain. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We believe this relocation is most effective way to secure the long-term viability of Post Office services in Newnham.

#### **Parking**

Whilst I have considered the concerns raised about parking in the area surrounding the new location, generally, this is a problem faced in many locations nationwide and the availability of parking spaces is outside the direct control of Post Office Limited. However, I have conducted a further review of parking and I can confirm roadside parking is available outside the new premises and further roadside parking is available nearby.

#### **Access**

There are steps and a wide door at the main front entrance to the new premises. We know that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. The new agent has completed works to provide a second entrance on the side with level access and a wide door. Internally, there will be a hearing loop and space for a wheelchair. When the new Post Office opens a bell will also be installed for customers to ring for assistance and both this and the signage will be accessible to customers with wheelchair, pushchairs and customers with mobility issues.

We will work closely with the new agent to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers including wheelchair users have sufficient space to move around the store.

## **Products and Services**

The new local style Post Office will operate from a Post Office serving point located at the retail counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The full range of Post Office products and services are available at Cinderford Post Office, Co-operative Stores, Dockham Road, Cinderford, GL14 2AQ.

Personal banking customers can also make free cash withdrawals at the Post Office till point and the extended opening hours means that they will have access to their funds, seven days a week. For withdrawals at a Post Office counter, standard branch limits apply, customers can still collect benefits in cash using our everyday banking services or Post Office card account and withdraw up to £1000 within the daily limit.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services 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.

## **Staff, Knowledge and Customer Service**

We know our customers value excellent customer service at the Post Office and the new Postmaster is looking forward to welcoming Post Office customers. The new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training includes guidance on respecting customer confidentiality and safeguarding privacy. They have also completed compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched.

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 staff training approaches used are of the same high standard as those undertaken in all our branches. The Staff will be fully trained with staffing levels aligned to meet customer demand particularly at peak times. We will also be working closely with the new 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. Similarly, with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care. Also staffing levels are aligned to meet customer demand particularly at peak times. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers.

## Appendix B

### Newnham Post Office information sheet

<b>Address</b>	Shop at the Ship High Street Newnham GL14 1BY														
<b>Post Office Opening hours</b>	<table border="1"> <tr><td>Mon</td><td>07:00 – 19:00</td></tr> <tr><td>Tue</td><td>07:00 – 19:00</td></tr> <tr><td>Wed</td><td>07:00 – 19:00</td></tr> <tr><td>Thu</td><td>07:00 – 19:00</td></tr> <tr><td>Fri</td><td>07:00 – 19:00</td></tr> <tr><td>Sat</td><td>07:00 – 19:00</td></tr> <tr><td>Sun</td><td>07:00 – 19:00</td></tr> </table>	Mon	07:00 – 19:00	Tue	07:00 – 19:00	Wed	07:00 – 19:00	Thu	07:00 – 19:00	Fri	07:00 – 19:00	Sat	07:00 – 19:00	Sun	07:00 – 19:00
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<b>Distance</b>	Within 70 metres from the current branch, on a hill along varied terrain.														
<b>Products &amp; Services</b>	A wide range of products and services will continue to be available.														
<b>Serving positions</b>	There will be a Post Office serving point provided for use at the retail counter and available during shop opening hours.														
<b>Accessibility</b>	<p><b>Access and facilities</b> There are steps and a wide door at the main front entrance to the new premises.</p> <p>The new agent has completed works to provide a second entrance on the side with level access and a wide door.</p> <p>A signage and bell will be installed to assist customers with wheelchairs and pushchairs and customers with mobility issues.</p> <p>Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Roadside parking is available outside the new premises and further roadside parking is available nearby.</p>														
<b>Retail</b>	Retail Grocery store with Arts & Crafts and a Coffee Shop														
<b>Date of move</b>	13:00 on Tuesday 29 June 2021														

**Newnham Post Office® services available**

**For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.**

	<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	✓
Express & contract parcels	<b>Express 24 &amp; 48</b>
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>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
<b>National Lottery Terminal</b>	
National Lottery Terminal	✓
<b>Payment by cheque</b>	
Products marked ✘ are available at <b>Cinderford</b> Post Office, Co-operative Stores, Dockham Road, Cinderford, GL14 2AQ	Opening times: Mon – Sat      08:00 – 20:00 Sun              10:00 – 16:00
Other products are available at:	
<b>Littledean</b> Post Office, Broad Street, Cinderford, GL14 3JS	Opening times: Mon – Fri      09:30 – 12:00 Sat              10:30 – 12:00

## **Principles of Community Engagement on changes to the Post Office network**

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
- Temporary closure<sup>1</sup>/ temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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 representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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.

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>4</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>5</sup> 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, 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**

<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>3</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 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.

<sup>4</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>5</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.