



Dear Customer

Oakley Mobile service®

We are writing to inform you that, due to operational reasons the mobile services at Bletsoe, Thurleigh, Riseley, Colmworth 1, Colmworth 2, Upper Dean, Great Staughton, Catworth and Great Gidding will cease on Monday 8 March 2021 temporarily.

We would like to apologise for the inconvenience the temporary closures may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

The Postmaster from Oakley Post Office will resume the mobile services at the above locations from Monday 29 March 2021.

We are delighted to let you know that we will be restoring the Post Office services in Sherington, Yardley Hastings and Irchester.

Sherington, Yardley Hastings and Irchester branches closed temporarily. Since the closure of these Post Office branches, we have continued to work to identify a solution to restore services to these local communities.

We are pleased to be able to reinstate a temporary mobile Post Office service to the communities, whilst we continue to seek a permanent solution. The Postmaster from Oakley Post Office currently operates a mobile service in the surrounding area and is willing to extend the Post Office services to the customers in Sherington, Yardley Hastings and Irchester.

To accommodate the new Post Office services in Sherington, Yardley Hastings and Irchester, we have made some minor changes to the current opening hours of the mobile Post Office services at Catworth, Great Gidding and Bletsoe. These changes will take effect from Thursday 1 April 2021.

Full details of the new temporary services and changes to the Post Office 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 continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities.

If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

Thank you for your support in restoring a Post Office service.

Yours faithfully

Anthony Bayley

Anthony Bayley
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
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.

Customers may continue to use Oakley Post Office for everyday Post Office products and services. Details of possible alternative Post Office branches in the area are provided below for your convenience:

Milton Ernest Post Office, Garden Centre, Radwell Road, Milton Ernest, Bedford, MK44 1SH

Sharnbrook Post Office, 26 High Street, Sharnbrook, Bedford, MK44 1PF

Great Barford PostOffice, 8 - 10 High Street, Great Barford, Bedford, MK44 3LB

Eaton Socon Post Office, 194 Great North Road, Eaton Socon, St Neots, PE19 8EF

Kimbolton Post Office, 29 High Street, Kimbolton, Huntingdon, PE28 0HB

West Perry Post Office, 8 Chichester Way, West Perry, Huntingdon, PE28 0DR

Sawtry Post Office, 3 Greenways, Sawtry, Huntingdon, PE28 5UR

Details of the temporary Mobile Post Office service at Sherington:

Sherington Post Office

Car Park next to the Old Post Office
Church Road
Sherington
Newport Pagnell
MK16 9PB

Opening times

Thursday	09:30 – 10:30
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Services

A wide range of services will continue to be available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, however, an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/Parking

Parking is available in the Car Park next to the Old Post Office and roadside parking is available nearby.

Distance

This Mobile Post Office service is located, in the Car Park next to the previous branch.

Details of the temporary Mobile Post Office service at Yardley Hastings:

Yardley Hastings Post Office

At the Lay-by near
Pudding Parlour Provisions
High Street
Yardley Hastings
Northampton
NN7 1ER

Opening times

Thursday	11:00 – 12:00
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Services

A wide range of services will continue to be available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, however, an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/Parking

Roadside parking is available nearby.

Distance

This Mobile Post Office service is located approximately 65 metres away from the previous branch, along level terrain.

Details of the temporary Mobile Post Office service at Irchester:

Irchester Post Office

Car Park
Irchester Working Mens Club
5 High Street
Irchester
Wellingborough
NN29 7AA

Opening times

Thursday	13:00 – 14:00
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Services

A wide range of services will continue to be available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, however, an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/Parking

Parking is available in the Irchester Working Mens Club Car Park. There are local buses serving the surrounding area.

Distance

This Mobile Post Office service is located approximately 270 metres away from the previous branch, along varied terrain.

Details of the changes to Mobile Post Office service at Catworth:

Catworth Post Office®

The Car Park of the Racehorse Inn, High Street, Catworth, Huntingdon, PE28 0PF

Current opening times

Monday	11:30 – 12:45
Tuesday	11:30 – 12:45
Thursday	11:30 – 12:45
Friday	11:30 – 12:45

New opening times

Monday	11:30 – 12:45
Tuesday	11:30 – 12:45
Friday	11:30 – 12:45

Details of the changes to Mobile Post Office service at Great Gidding:

Great Gidding Post Office®

Chapel End, Great Gidding, Huntingdon, PE28 5NP

Current opening times

Monday	09:30 – 11:00
Tuesday	09:30 – 11:00
Thursday	09:30 – 11:00
Friday	09:30 – 11:00

New opening times

Monday	09:30 – 11:00
Tuesday	09:30 – 11:00
Friday	09:30 – 11:00

Details of the changes to Mobile Post Office service at Bletsoe:

Bletsoe Post Office®

The Layby Near The Old Bus Shelter, The Avenue, Bletsoe, Bedford, MK44 1QF

Current opening times

Thursday	13:25 – 15:00
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New opening times

Thursday	14:30 – 15:35
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The mobile Post Office services will resume from Monday 29 March 2021.
Post Office service details provided below.

Details of Mobile Post Office service at Thurleigh:

Thurleigh Post Office®

Thurleigh Village Hall, High Street, Thurleigh, Bedford, MK44 2DS

Opening times

Tuesday	13:25 – 15:00
Friday	14:25 – 15:30

Details of Mobile Post Office service at Riseley:

Riseley Post Office®

High Street Near Paulsons Close, Riseley, Bedford, MK44 1DF

Opening times

Wednesday	09:00 – 11:00
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Details of Mobile Post Office service at Colmworth 1:

Colmworth 1 Post Office®

Colmworth Village Hall, Church Road, Colmworth, Bedford, MK44 2JU

Opening times

Friday	13:00 – 14:00
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Details of Mobile Post Office service at Colmworth 2:

Colmworth 2 Post Office®

Layby Outside 11 Little Slaughton Road, Colmworth, Bedford, MK44 2LB

Opening times

Wednesday	12:30 – 14:00
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Details of Mobile Post Office service at Upper Dean:

Upper Dean Post Office®

Layby Outside Pantiles, High Street, Upper Dean, Huntingdon, PE28 0ND

Opening times

Monday	13:00 – 14:00
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Details of Mobile Post Office service at Great Staughton:

Great Staughton Post Office®

Brook Farm Car Park, The Highway, Great Staughton, St Neots, PE19 5DA

Opening times

Monday	14:30 – 15:30
Wednesday	11:15 – 12:15

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 closure¹/ 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 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.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- 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-week⁵ 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
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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² 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.

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.

⁴ 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.

⁵ 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.