



Dear Customer

## Oakley Mobile Service

### Changes to Oakley Mobile Service

We are pleased to let you know that we are restoring the Post Office service to the community of Kimbolton with the introduction of a Mobile van service. This Mobile service will commence from Tuesday 28 November 2023.

Since the closure of the above service, we have continued to work to identify a solution to restore Post Office services to the local community. We are introducing a Mobile service, which is a tried and tested way of maintaining services to smaller communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises.

The postmaster from Oakley Post Office will provide the Mobile service to the community in Kimbolton. The establishment of Mobile service presents the best possible solution to restore Post Office services to the local community, whilst we seek a permanent solution.

The Mobile service at Colmworth 1, operating from Colmworth Village Hall, Church Road, Colmworth, Bedford, MK44 2JU, will cease, due to very low customer usage. The last day for the Mobile service will be Friday 24 November 2023, from 13:00 to 14:00, and this service will be provided by the postmaster from Oakley Post Office. We would like to apologise for the closure and for any inconvenience this may cause.

To serve the local community with continued access to Post Office services, the current Colmworth 2 Mobile service, will continue to operate from the Layby, Outside, 11 Little Slaughton Road, Colmworth, Bedford, MK44 2LB. This Mobile service will operate on Wednesdays, between, 12:30 and 14:00.

We are also making changes to the current opening hours at Thurleigh Mobile service and ceasing the Tuesday session due to the low customer usage.

The above changes will take effect from week commencing Monday 27 November 2023. Details of changes to the Mobile 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.

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 will continue to review and monitor services on an on-going basis, and should customer usage increase significantly, consideration would be given to adjusting service times accordingly. We are confident that the 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.

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

We do hope that you will support this new service.

Yours faithfully

*Anthony Bayley*

**Anthony Bayley**  
**Network Provision Lead**

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.

**Some branches may need to make changes to their 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)

### Details of the new Mobile Service at: Kimbolton

---

#### Kimbolton Mobile Post Office Service

The Mandeville Hall  
Thrapston Road  
Kimbolton  
Huntingdon  
PE28 0HW

#### Services

A range of Post Office products and services will be available.

#### Opening times

Tuesday	13:15 – 15:45
---------	---------------

#### 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.

#### Getting there

This Mobile Post Office service is located approximately 0.1 miles away from the previous Kimbolton branch, along level terrain.

There is a dedicated car park adjacent to the Mandeville Hall and further roadside parking is available nearby.

---

### Details of the change to existing Mobile Service at: Thurleigh

---

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

#### Current opening times

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

#### New opening times

Friday	13:30 – 14:30
--------	---------------

---

## Alternative Post Office services for Colmworth 1 Mobile Service

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:

---

### Colmworth 2 Mobile Service

From the Layby - Outside  
11 Little Slaughton Road  
Colmworth  
Bedford  
MK44 2LB

#### Opening times

Wednesday	12:30 – 14:00
-----------	---------------

#### Getting there

This Mobile Post Office service is located approximately 0.5 miles away from Colmworth 1 Mobile service, along varied terrain. Parking is available in the layby and further roadside parking is available nearby. There is a regular bus service available between Colmworth 1 Mobile service and this Mobile Post Office service. The nearest bus stop is approximately 100 metres away.

#### Services

A range of Post Office products and services will be available.

#### Access

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.

---

### Thurleigh Mobile Service

Thurleigh Village Hall  
High Street  
Thurleigh  
Bedford  
MK44 2DS

#### Current opening times

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

#### Services

A range of Post Office products and services will be available.

#### New opening times from

**Monday 27 November 2023**

Friday	13:30 – 14:30
--------	---------------

#### Access

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.

#### Getting there

This Mobile Post Office service is located approximately 4.4 miles away from Colmworth 1 Mobile service, along varied terrain. Parking is available on the forecourt outside Thurleigh Village Hall and roadside parking is available nearby. There are local buses serving in the surrounding area.

---

### Eaton Socon Post Office

194 Great North Road  
Eaton Socon  
St Neots  
PE19 8EF

#### Opening times

Monday – Sunday	06:00 – 22:00
-----------------	---------------

#### Services

A range of Post Office products and services will be available, with a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, and National Lottery.

#### Access

This branch has a wide automatic door and level access at the entrance.  
Internally, there is a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 5.1 miles away from Colmworth 1 Mobile service, along varied terrain. Parking is available in the layby outside the branch and nearby. There are local buses serving in the surrounding area.

---

## **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 **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 local 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 **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.

**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**  
**comments@postoffice.co.uk**  
**FREEPOST Your Comments**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>2</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>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 <sup>2</sup> and <sup>3</sup> 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.