



Dear Customer,

Changes to Oakley Mobile Service
Affecting Sherington, Yardley Hastings, Irchester & Bletsoe

We will be moving Sherington Mobile Post office service, operated by the postmaster from Oakley Post Office to a new location: The White Hart Car park, 1 Gun Lane, Sherington, Newport Pagnell, MK16 9PE and we will also be increasing the operating hours, this service will commence on Thursday 22 September 2022 at 09:00.

To accommodate the change in location of Sherington Mobile service, there will be some changes to the current Mobile service opening hours at Yardley Hastings, Irchester & Bletsoe. These changes will also take effect from Thursday 22 September 2022.

Full details of the changes to the Mobile services and new opening times are provided at the end of this letter.

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. If you are a local representative, please feel free to 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.

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. An extract relating to Notification is available at the end of this letter.

Thank you for your support in retaining a Post Office service in your local area.

Yours faithfully,

Anthony Bayley

Anthony Bayley
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of the changes to Sherington Mobile service

Sherington Mobile Service

The White Hart Car park
1 Gun Lane
Sherington
Newport Pagnell
MK16 9PE

Services

The same range of services will continue to 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.

Parking

Parking available close to the Mobile Van.

Opening times

Thursday	09:00 – 10:30
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Getting there

This Post Office service is located approximately 260 meters away from the previous location, along varied terrain.

Changes to the opening times at Yardley, Irchester and Bletsoe Mobile Services

Yardley Hastings Mobile Service

The Layby near 97 High Street
Yardley Hastings
Northampton
NN7 1ER

Current opening times

Thursday	11:00 -12:00
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New opening times

Thursday	10:45 – 11:45
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Irchester Mobile Service

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

Current opening times

Thursday	13:00 -14:00
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New opening times

Thursday	12:30 -14:00
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Bletsoe Mobile Service

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

Current opening times

Thursday	14:30 – 15:35
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New opening times

Thursday	14:30 – 15:00
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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 - 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 **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.

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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Textphone: 03457 22 33 55

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

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.

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.