



Dear Customer

**Changes to Oakthorpe, Market Bosworth, Newton Burgoland,
Newton Regis and Donisthorpe Outreach services**

Local Public Consultation Decision

I'm writing to confirm that we have proceeded with our proposal to restore Post Office services to the communities of Oakthorpe and Market Bosworth with the introduction of two new Hosted Outreach services.

We received 17 individual responses from customers and local representatives during the consultation period. In the main respondents welcomed our proposal as it enabled us to restore Post Office services to the community. However, some respondents voiced concerns that the proposed opening times would not meet the needs of the local community and expressed reservations about parking. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

We do understand that for some customers the new service times may be less convenient, however, we do consider that the hours for the service will meet the needs of our customers in the communities and allow us to maintain sustainable services to them in the longer term. We will, however, continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

While I have considered the concerns about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited, however I have conducted a further review and I am satisfied that parking and access to the proposed new branch will adequately meet the needs of customers using the Post Office.

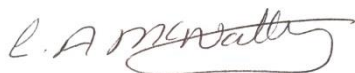
We are pleased to confirm that Oakthorpe Outreach Service commenced at Oakthorpe Community Leisure Centre, Measham Road, Oakthorpe, Swadlincote, DE12 7RG on Wednesday 6 September 2017 and Market Bosworth Outreach Service commenced at St. Peter's Parish Church Hall, Park Street, Market Bosworth, Nuneaton, CV13 0LL on Tuesday 5 September 2017.

I have carefully considered our original proposal, and the feedback received during the public consultation period. I am confident that the new service can meet the needs of our customers in the local community. Details of the new service are provided at the end of this letter.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code for Oakthorpe: 390207 and Market Bosworth: 279205.

Thank you for considering our proposal.

Yours faithfully



Lesley McNally
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
 -  comments@postoffice.co.uk
 -  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
 -  FREEPOST Your Comments
- Please note this is the full address to use and no further address details are**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postoffice.co.uk/transforming-post-office. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03452 66 01 15.

Details of the new services:

Oakthorpe Outreach Service

Oakthorpe Community Leisure Centre
Measham Road
Oakthorpe
Swadlincote
DE12 7RG

Opening times

| | |
|-----------|---------------|
| Wednesday | 14:00 - 16:00 |
|-----------|---------------|

Services

A wide range of services are available.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

There is a free car park with a disabled bay outside the new premises. There are local buses serving the surrounding area.

Route

The new service is located approximately 700 metres away from previous branch, along varied terrain.

Market Bosworth Outreach Service

St. Peter's Parish Church Hall
Park Street
Market Bosworth
Nuneaton
CV13 0LL

Opening times

| | |
|----------|---------------|
| Tuesday | 13:00 - 15:00 |
| Thursday | 14:30 - 16:30 |

Services

A wide range of services are available.

Access and facilities

This branch has a wide door and a ramp at the entrance.

Transport/parking

Roadside parking is available nearby.

Route

The new service is located approximately 110 metres away from previous branch, along varied terrain.

Details of the changes to existing Mobile services:

Newton Burgoland Outreach Service

Newton Burgoland Congregational Church, The Green, Newton Burgoland, Coalville, LE67 2SS

New opening times

| | |
|----------|---------------|
| Tuesday | 11:00 - 12:30 |
| Thursday | 12:30 - 14:00 |

Newton Regis Outreach Service

Newton Regis Village Hall, Austrey Lane, Newton Regis, Tamworth, B79 0NL

New opening times

| | |
|-----------|---------------|
| Wednesday | 09:00 - 11:00 |
|-----------|---------------|

Donisthorpe Outreach Service

Ramscliffe Avenue, Donisthorpe, Derbyshire, DE12 7QA

New opening times

| | |
|-----------|---------------|
| Wednesday | 11:30 - 13:30 |
|-----------|---------------|
