



Dear Customer

**Oundle Post Office®
5 New Street, Oundle, Peterborough, PE8 4EA**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to Oundle Pharmacy, 32 Market Place, Oundle, Peterborough, PE8 4BE, where it will operate as one of our new main style Post Office branches.

We received 318 individual responses from customers and local representatives during the local public consultation period. Feedback was in support of the move, with customers commenting that the new premises would provide better access, longer opening hours and would allow Post Office services to be retained within the area. Other feedback questioned whether there would be enough space within the pharmacy to accommodate a Post Office and expressed concerns about the availability of parking in the surrounding area.

With regards to parking in the area, it is fair to say that this is a problem faced generally in many locations nationwide and when looking at service provision in an area, we are mindful of the needs of our customers. I have further reviewed parking and that there is roadside parking, including disabled bays, in close proximity of the new branch, as well as in the surrounding area. I am therefore satisfied that following the move access and parking will meet the requirements of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as possible. Access will be via a wide door and will be level at the entrance, with a slight threshold strip which will not hinder wheelchair access.

Inside Oundle Pharmacy, the new main style branch will be built in line with Post Office specification with two screened serving positions. This will be carefully integrated into the store ensuring there is sufficient space for both Post Office and retail customers. We will be working closely with the operator on the internal layout and some fixtures and fittings will be re-aligned or removed to accommodate the new main style Post Office and make sure there is clear access into the premises. Aisles will also be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around with ease.

Customers will be able to transact the same wide range of products and services as currently, while benefitting from longer opening times as the branch will now remain open during lunch times and on Wednesday afternoons. Further details of the new branch are provided at the end of this letter.

I have carefully considered our original proposal, the feedback received during the public consultation period along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am satisfied that the new branch is suitably located and this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Tuesday 7 May 2019, with the new branch opening at Oundle Pharmacy, 32 Market Place at 13:00 on Wednesday 8 May 2019. 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 two alternative Post Office branches are provided below for your convenience:

- Barnwell Post Office, Church Hill, Barnwell, Peterborough, PE8 5PG
- Thrapston Post Office, 10 High Street, Thrapston, Kettering, NN14 4JH

This information is also available on the Post Office Consultation Hub at www.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.

Thank you for considering our proposal. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully

Samantha Coe

Samantha Coe
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

Details of the new service:

Oundle Post Office information sheet															
Address	Oundle Pharmacy 32 Market Place Oundle Peterborough PE8 4BE														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 - 18:00</td></tr> <tr><td>Tue</td><td>09:00 - 18:00</td></tr> <tr><td>Wed</td><td>09:00 - 18:00</td></tr> <tr><td>Thu</td><td>09:00 - 18:00</td></tr> <tr><td>Fri</td><td>09:00 - 18:00</td></tr> <tr><td>Sat</td><td>09:00 - 13:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 18:00	Tue	09:00 - 18:00	Wed	09:00 - 18:00	Thu	09:00 - 18:00	Fri	09:00 - 18:00	Sat	09:00 - 13:00	Sun	Closed
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Tue	09:00 - 18:00														
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Thu	09:00 - 18:00														
Fri	09:00 - 18:00														
Sat	09:00 - 13:00														
Sun	Closed														
Distance	150 metres away from the current branch, along varied terrain.														
Products & Services	The same range of products and services will still be available.														
Serving positions	There will be two screened serving positions.														
Accessibility & Accessibility works	<p>Access and facilities The new branch has a wide door and a threshold strip at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking/Buses Time-restricted roadside parking is available nearby.</p>														
Retail	Pharmacy														
Date of relocation	Wednesday 8 May 2019 at 13:00														

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

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.