



Dear Customer

**Changes to Parson Grove Hosted Outreach Service, affecting Eye and Newborough**

We are delighted to let you know that following the temporary closure of Eye Post Office, we will be reopening this Post Office service on Tuesday 29 March 2022 at 09:30 as a Temporary Hosted Outreach Service, whilst we continue to seek a permanent solution. This will be in a new location: Manor Farm Community Centre, 70 High Street, Eye, Peterborough, PE6 7UY.

The new service will be operated by the postmaster from Parson Drove Post Office and will offer a range of Post Office products and services

Additionally, we will be opening a new Hosted Outreach Post Office service at the Village Hall, Guntons Road, Newborough, Peterborough, PE6 7RT, on Thursday 31 March 2022 at 13:30, which will be known as Newborough Post Office Hosted Outreach service. This service will be operated by the same postmaster from Parson Drove Post Office and will offer a range of Post Office products and services.

Further details of all above services 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 use the new services. 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 services, 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 providing Post Office services.

Yours faithfully

*Matthew Hatfull*

**Matthew Hatfull**  
**Network Provision Lead**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://postofficeviews.co.uk)

FREEPOST Your Comments

### New Services Details:

During the Coronavirus pandemic 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)

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#### Eye Post Office Hosted Outreach Service

Manor Farm Community Centre  
70 High Street  
Eye  
Peterborough  
PE6 7UY

#### Opening times

Tuesday	09:30 – 12:30
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#### Services

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

#### Access

The Community Centre has a wide door and level access at the entrance.

#### Getting there

This Post Office service will be located approximately 0.2 miles away from the previous branch location, along varied terrain. There is a car park at Manor Farm Community Centre.

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#### Newborough Hosted Outreach Post Office

#### Service

Village Hall  
Guntons Road  
Newborough  
Peterborough  
PE6 7RT

#### Opening times

Thursday	13:30 – 16:30
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#### Services

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

#### Access

The Village Hall has a wide door and level access at the entrance. There is a customer car park with a disabled bay at the Village Hall.

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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](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 **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, 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.