Dear Customer

Local public consultation – Decision

Parson Drove Post Office
7 The Bank, Parson Drove, Wisbech, PE13 4JD

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Parson Drove Convenience Store, Main Road, Parson Drove, PE13 4JA.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 17:30 on Thursday 5 November 2026, with the new branch opening at Parson Drove Convenience Store, at 13:00 on Friday 13 November 2026. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

We apologise for the inconvenience the closure may cause during transfer of the branch. We hope that our customers will continue to use Post Office services and details of two possible alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

- Gedney Hill Post Office, Hillgate, Gedney Hill, Spalding, PE12 0NN
- Gorefield Post Office, High Road, Gorefield, Wisbech, PE13 4PG

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

Allison Wallace

Allison Wallace
Divisional Retail Change Manager
Post Office Limited

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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.

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Appendix A

Response to Local Public Consultation

Consultation started 11 August 2026
Consultation ended 22 September 2026

Consultation responses
- 81 responses from customers and local representatives

Key issues raised
- Access and Internal Space
- Parking/traffic congestion
- Customer Service
- Relocation of the post-box

Response to issues raised

Access and Internal Space
Access at the new location will be level. Internally, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Parking/traffic congestion
Parking and peak time traffic congestion are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that forecourt parking will be available.

Customer Service
We know our customers value excellent customer service at the Post Office. The new operator is looking forward to welcoming Post Office customers, and their staff will be fully trained in Post Office transactions and excellent customer service. Their training will also include guidance on respecting customer confidentiality, safeguarding privacy and compliance training for a number of areas, including Data Protection, Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched.

Relocation of the post-box
The decision to relocate, install or remove a post box is taken by Royal Mail which is a separate business from Post Office Ltd. and the provision of post boxes is their decision.

Appendix B

Parson Drove Post Office Information Summary

There are times our 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

New Location
Parson Drove Convenience Store, Main Road, Parson Drove, PE13 4JA

New opening times

Monday	07:00 – 19:00
Tuesday	07:00 – 19:00
Wednesday	07:00 – 19:00
Thursday	07:00 – 19:00
Friday	07:00 – 19:00
Saturday	07:00 – 19:00
Sunday	Closed

Products and Services

The same products and services will still be available.

Serving positions

There will be one screened serving position at the retail counter. The total number of serving positions has been based on future predicted business levels.

Access

Access will be level at the entrance to the new premises. Internally there would be Low-level serving counters, hearing loops and space for a wheelchair.

Getting there

The new branch will be located approximately 200 metres away from the current branch, along mostly level terrain. There is offroad parking available at the new premises for up to ten cars.

There are no public transport links available between the current branch and the new premises.

Store retail available	Convenience store

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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:*

- Permanent closure of a Post Office branch[5]
- 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-week[6] 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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 **Call: 03452 66 01 15**

Comments@postoffice.co.uk **Textphone: 03457 22 33 55**

FREEPOST Your Comments

[5] 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.

[6] 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.