



Dear Customer

**Powers Hall End Post Office®**  
**East of England Co-op, 1 Spa Road, Witham, Essex CM8 1NE**

We're writing to let you know that we're changing the above Post Office to one of our Local style branches.

Customers would access Post Office services at a low-screened, open-plan, modern serving point that's part of the retail counter. Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed. The branch will offer a wide range of Post Office products and services over longer opening hours Mon – Sun 07:00 – 22:00, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches stands at 96 per cent, and nearly 20 per cent of local branch customers visit outside traditional opening hours.

Customers will still be able to get most of the Post Office products and services they are used to however for a small number of services they may need to go on-line, call us or visit an alternative Post Office. Paper-based, manual transactions, payment by cheque will not be available, details of product availability are provided overleaf.

Your new-look Post Office will open at this location on Tuesday 16 April 2019 at 10:00 - it will need to close for refurbishment on Saturday 23 March 2019 at 13:00. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

The following branches will be happy to provide customers with Post Office services during this period.

- **Witham Post Office**, Martin McColl Store, 76 Newland Street, Witham, CM8 1AH.
- **Maltings Lane Post Office**, 113 Hatfield Road, Witham, Chelmsford CM8 1EE.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter. Posters will now be displayed in branch so customers are aware of the change. We hope that you and our customers will continue to support your new style Post Office service.

Yours faithfully

*Michael Brennan*

**Michael Brennan**  
**Multiples Account Executive**

How to contact us  
[postofficeviews.co.uk](http://postofficeviews.co.uk)

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

<b>Powers Hall End Post Office® services available</b>		
<b>For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a></b>		
	<b>Current branch</b>	<b>New branch</b>
<b>Mail</b>		
First & Second Class mail	✓	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓
Signed For	✓	✓
Special Delivery	✓	✓
Home shopping returns	✓	✓
Inland small, medium & large parcels	✓	✓
Express & contract parcels	✓	<b>Express 24 &amp; 48</b>
British Forces Mail (BFPO)	✓	✓
International letters & postcards (inc. signed for & Airsure)	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓
Parcelforce Worldwide International parcels	✓	x
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✓
Drop & Go	✓	✓
<b>Withdrawals, deposits and payments</b>		
Post Office Card Account	✓	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Change giving	✓	✓
<b>Bill payments</b>		
Automated bill payments (card or barcoded)	✓	✓
Key recharging	✓	✓
<b>Driving</b>		
Car tax	✓	✓
<b>Licences</b>		
Rod fishing licences	✓	✓
<b>Travel</b>		
Pre-order travel money	✓	✓
On demand travel money	✓	✓
Travel insurance referral	✓	✓
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal	✓	✓
<b>Payment by cheque</b>	✓	<b>Car tax only</b>
Products marked * are available at <b>Witham Post Office</b> , 76 Newland Street, Witham, Essex, CM8 1AH.		Opening times: Mon – Sat      06:00 – 22:30 Sun              07:00 – 22:30

**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 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.

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 representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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 branch<sup>4</sup>
- 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<sup>5</sup> 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**  
**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.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</sup> 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.