



Dear Customer

Changes to Rickinghall, Yaxley and Walsham Le Willows Post Office service

We are pleased to let you know that we will be restoring Post Office services to the communities of Rickinghall, Yaxley and Walsham Le Willows with the introduction of a Mobile service which will start week commencing 28 January 2019.

Since the closure of the above services we have continued to work to identify a solution to restore services to the local communities. We are therefore planning to introduce a Mobile service, which is a tried and tested way of maintaining service to smaller communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises that has formed part of our operational network for some years now.

We are therefore pleased to inform you that the postmaster from Stanton Post Office is willing to offer services to the above locations. The establishment of Mobile services presents the best possible solution to restore Post Office services to these communities.

In addition to these services, we are also reinstating the services to Gislingham, Thorndon, Great Finborough and Norton, and at Ixworth and Hopton a temporary Mobile service will be introduced while we continue to seek a permanent solution.

Further details of these services are provided at the end of this letter.

We will display posters locally to tell customers the good news. If you are a local representative, it would be helpful if you could share this information 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 these posters please let us know.

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. However we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location are and how easy is it to get there
- Do you have any comments on the proposed days and opening hours

We will be accepting comments until 18 January 2019. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are 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". Any information we receive will be considered as we finalise our plans for the new branch. If others in your organisation are interested in the proposal, please feel free to let them know about it.

You can share your views on the proposal through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for these services by entering branch name, postcode or the unique branch code as given below, this will then give you a further search function to find the service you wish to comment on.

Stanton IP31 2BP - 087112

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Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response.

We're carrying out this engagement in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Thank you for considering our proposal.

Yours faithfully

Wendy Hamilton

Wendy Hamilton
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

This is all you need to add to your envelope for your letter to reach us

Want to tell us what you think right here and now – scan here.

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



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Details of the new Mobile service at Rickinghaml:

Rickinghaml Village Hall Car Park
Hinderclay Road
Rickinghaml
Diss
IP22 1HD

Services

A wide range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

New opening times

Tuesday	12:30 - 13:30
Friday	14:45 - 15:45

Transport/parking

Parking is available close to where the mobile van will be parked.

Route

This Post Office service is located approximately 0.7 miles away from the previous branch, along varied terrain.

Details of the new Mobile service at Yaxley:

Yaxley Village Hall Car Park
Old Ipswich Road
Yaxley
Eye
IP23 8BX

Services

A wide range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

New opening times

Friday	09:00 - 10:00
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Transport/parking

Parking is available close to where the mobile van will be parked.

Route

This Post Office service is located approximately 450 metres away from the previous branch, along varied terrain.

Details of the new Mobile service at Walsham le Willows:

The Village Hall Car Park
The Street
Walsham le Willows
Bury St Edmunds
IP31 3AA

Services

A wide range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

New opening times

Tuesday	11:00 - 12:00
Thursday	11:00 - 12:00

Transport/parking

Parking is available close to where the mobile van will be parked.

Route

This Post Office service is located at the same location as the previous branch.

Details of the Mobile service at Gislingham:

Village Hall Car Park
Mill Street
Gislingham
Eye
IP23 8JX

Services

A wide range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

New opening times

Monday	13:45 – 15:45
Friday	12:15 – 14:15

Transport/parking

Parking is available close to where the mobile van will be parked.

Details of the Mobile service at Thorndon:

The Black Horse Inn Car Park
The Street
Thorndon
Eye
IP23 7JR

Services

A wide range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

New opening times

Monday	11:45 – 13:15
Friday	10:30 – 12:00

Transport/parking

Parking is available close to where the mobile van will be parked.

Details of the Mobile service at Great Finborough:

Playground Car Park
Middlefield Drive
Great Finborough
Stowmarket
IP14 3AH

Services

A wide range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

New opening times

Thursday	13:45 – 15:15
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Transport/parking

Parking is available close to where the mobile van will be parked.

Details of the Mobile service at Norton:

Village Hall Car Park
4 Ixworth Road
Norton
Bury St Edmunds
IP31 3LE

Services

A wide range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

New opening times

Thursday	12:15 – 13:15
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Transport/parking

Parking is available close to where the mobile van will be parked.

Details of the temporary Mobile services at Ixworth:

Village Hall Car Park
High Street
Ixworth
Bury St Edmunds
IP31 2HH

Opening times

Tuesday	08:45 - 10:45
Thursday	08:45 - 10:45

Services

The wide range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Parking is available close to where the mobile van will be parked.

Details of the temporary Mobile services at Hopton:

Outside the Village Shop
Thelnetham Road
Hopton
Diss
IP22 2QY

Opening times

Monday	09:00 - 11:00
Tuesday	13:45 - 15:45

Services

The wide range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Parking is available close to where the mobile van will be parked.

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.

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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.

