



Dear Customer

Local public consultation – Decision

**Stonebroom Post Office
172 High Street, Stonebroom, Alfreton, DE55 6JT**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision and proceeded with the move of the above Post Office into Premier – Stonebroom Store at 21-23 Wesley Road, Stonebroom, Alfreton, DE55 6JA, and is operating by the same postmaster.

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 previous branch at 172 High Street closed on Saturday 3 September 2022. We are pleased to confirm your new branch opened at the Premier – Stonebroom Store, 21-23 Wesley Road, on Monday 12 September 2022. Please accept our apologies for the late notification on this occasion.

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

Sarah Cottrell

Sarah Cottrell
Network Provision Manager
Post Office Limited

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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.

Appendix A

Response to Local Public Consultation

Consultation started 5 April 2022

Consultation ended 17 May 2022

Consultation responses

- 41 responses from customers

Key issues raised

- Route and Distance
- Parking and Public Transport
- Premises and Access
- Space, Counter Positions and Queues
- Post Box

Response to issues raised

We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. In making the decision following public consultation we have had to balance the comments and concerns raised against the need to ensure a commercially viable and sustainable service into the future. Like many high street retailers, we've had to develop our ways of working so that we can maintain Post Office services for our customers. The move of the Stonebroom Post Office into a retail grocery store shop environment, will help secure the long-term future of Post Office services to the community in Stonebroom.

Route and Distance

The new Post Office branch is located approximately 0.6 miles away from the previous branch, along varied terrain. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the previous site.

Parking and Public Transport

Whilst I have considered the concerns raised about parking in the area surrounding the new branch, generally, this is a problem faced in many locations nationwide and the availability of parking spaces is outside the direct control of Post Office Limited. However, I have conducted a further review of parking and I can confirm roadside parking is available outside the new branch and further roadside parking is available nearby.

We acknowledge that for some customers the move may mean a slightly longer journey than currently. For customers using public transport, Stonebroom is served by Hulleys of Baslow bus service to and from the surrounding area. The bus service on route number 55 runs hourly during the day and the bus stop is located outside St Peter's Church within 10 metres from the previous site. The nearest bus stop to the new branch is located at Caryle Road within 240 metres of the Premier – Stonebroom store.

Hulleys of Baslow also offers an additional bus service on route 56. This bus stop is located outside St Peter's Church from the previous branch. This bus service runs most of the day to and from Stonebroom and the surrounding area. The nearest bus stop is located at Caryle Road within 240 metres of the Premier – Stonebroom store.

Premises and Access

There are wide double doors at the entrance to the new branch with a step. We know that the Post Office plays an important part in the lives of customers, and we want to make our services as accessible as possible.

The postmaster has decided not to install a permanent ramp; however, they fully understand they are responsible for making sure that their premises meet with all relevant legislation. I am pleased to confirm that the postmaster will be making adjustments to improve access for customers before the new Post Office branch opens. A portable entrance ramp with handrails will be provided to help customers with mobility issues or wheelchair users, get into the store. To let customers know that a ramp is available, there will be a clearly visible sign at the entrance of the store explaining how to request the ramp. There will also be a bell for people to ring for assistance and both this and the sign will be accessible to wheelchair users. Staff will respond promptly to any requests.

Space, Counter Positions and Queues

We will work closely with the postmaster to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers including wheelchair users have sufficient space to move around the store.

There will be a Post Office serving position located at the retail counter and incorporating low-level facilities. Customers will be able to transact the same range of Post Office products and services with the addition of National Lottery. The local residents will benefit from longer opening hours between Monday to Friday, 09:00 to 18:00, and Saturday 09:00 – 16:00, providing customers with more flexibility around their visits. We will continue to monitor service demand in the area, along with customer usage at the new branch and will work with the postmaster to make sure service standards are maintained.

Full details of the new branch are provided at the end of this letter together with a list of the products and services which are available.

Post Box

With regards to the post box, our normal procedure is to inform Royal Mail of our proposal as they are responsible for all matters relating to the delivery and acceptance of mail including the siting of post boxes. The decision on whether to relocate or install a new Post Box is therefore for them to make and as a separate business to Post Office Ltd they will have their own procedures to follow, which may include submission of planning applications and consideration of other utilities in the area.

Appendix B

Stonebroom Post Office Information Sheet

Premier – Stonebroom Store
21-23 Wesley Road
Stonebroom
Alfreton
DE55 6JA

New opening hours

Monday - Friday	09:00 – 18:00
Saturday	09:00 – 16:00
Sunday	Closed

During the Coronavirus pandemic the branch may need to make changes to its opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Products & Services

The same range of Post Office products and services will still be available, with the addition of National Lottery.

Serving positions

There will be a Post Office serving point at the retail counter.

Access

There are wide double doors at the entrance to the new branch with a step. I am pleased to confirm the postmaster will provide a portable ramp with handrails to assist the less able customers. A bell will be installed at the entrance to the new premises along with a signage on how to request assistance. Internally, there will be a hearing loop.

Getting there

The new Post Office branch is located approximately 0.6 miles away from the previous branch, along varied terrain.

Roadside parking is available outside the new branch and nearby.

There is a regular bus service from the current branch to the new premises.

The nearest bus stop is at Caryle Road, approximately 240 metres away from the new Post Office premises.

Retail

Convenience store

Date of move

Monday 12 September 2022

Stonebroom Post Office services available

For information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the operator.

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
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	✓
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<p>Other Products are available at Alfreton Post Office, 76 High Street, Alfreton, DE55 7BE</p> <p>Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 13:00</p>	

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 branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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
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FREEPOST Your Comments

¹ 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.

² 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.

³ Locally elected representatives include 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.

⁴ 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 ³ and ⁴ 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.