



Dear Customer

Local public consultation – Decision

**Thetford Post Office
1 Market Place, Thetford, IP24 2AA**

Further to our recent communication where we advised that, we had made the decision to proceed with the move of the above Post Office into 2 Kings Street (Formerly Peacock) IP24 2AN, on Tuesday 29 July 2025.

We are now writing to let you know that due to unforeseen circumstances the relocation date has been delayed. The current branch will now close at 12:30 on Saturday 25 October 2025, with the new branch opening, at 2 Kings Street, at 13:00 on Wednesday 26 November 2025. 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. We hope that our customers will continue to use Post Office services and details of 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

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
Area 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.**

Appendix A

Response to Local Public Consultation

Consultation started 28 March 2025

Consultation ended 9 May 2025

Consultation responses

- 17 responses from customers

Key issues raised

- Retention of the sorting Office
- Access and Internal Space

Response to issues raised

Retention of the sorting office

The Royal Mail sorting office function will be unaffected by the move and customers will still be able to collect undeliverable mail items from the current location.

Access and Internal Space

Access at the new location is 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.

Serving Counters and Queuing

The new Post Office is housed within a dedicated area of the store with two screened counter positions, as well as an additional Post Office service point located at the retail counter. The total number of serving positions has been based on current and future predicted business levels. This enables customers to carry out a range of Post Office products and services alongside retail transactions. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter. We will also work with the operator and monitor service standards to ensure they are maintained and that staffing levels are aligned to meet customer demand particularly at busy periods.

Appendix B

Thetford 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																	
3 King Street, (Formerly Peacock), Thetford, IP24 2AN																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 – 17:30</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 17:30</td></tr><tr><td>Thursday</td><td>09:00 – 17:30</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 17:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New opening times		Monday	09:00 – 17:30	Tuesday	09:00 – 17:30	Wednesday	09:00 – 17:30	Thursday	09:00 – 17:30	Friday	09:00 – 17:30	Saturday	09:00 – 17:30	Sunday	Closed
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Serving positions																	
There will be three serving positions in total: two screened and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.																	
Access																	
Access will be level at the entrance to the proposed premises. A low-level writing desk and hearing loops would be available.																	
Getting there																	
The new branch will be located approximately 70 metres away from the current branch, along mostly level terrain. The same public car parks would be available with the nearest behind the new premises																	
Store retail available	Cards, Stationery and confectionery																

Alternative branches

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Canons Walk Post Office		Services available
103 Canons Walk Thetford Norfolk IP24 3PT		Offers similar services, however excluding a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance.
Opening times		Access
Mon – Sat	06:30 – 19:30	There is a ramp at the entrance to the premises. Low level serving counter, low level pin pad and hearing loops will be available.
Sun	07:00 – 13:00	

Getting there

Approximately 0.9 miles from Thetford Post Office branch, along varied terrain. Roadside parking is available nearby. There is no direct bus service available between Thetford branch and this Post Office service.

Anna Gurney Close Post Office		Services available
6 Anna Gurney Close Thetford Norfolk IP24 1TA		Offers similar services, however excluding a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance.
Opening times		Access
Mon - Sat	07:00 – 19:00	There is a ramp at the entrance to the premises. Low level serving counter, low level pin pad and hearing loops will be available.
Sun	08:00 – 14:00	

Getting there

Approximately 1 mile from Thetford Post Office branch, along varied terrain. Parking is available outside the branch. Public transport is available to and from the surrounding area.

Brandon Post Office		Services available
33-35 High Street Brandon Suffolk IP27 0AQ		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance. Low level serving counter, low level pin pad and hearing loops will be available.
Opening times		Access
Mon - Sat	07:00 – 22:00	Access is level at the entrance to the premises. Low level serving counter, low level pin pad and hearing loops will be available.
Sun	08:00 – 22:00	

Getting there

Approximately 6.5 miles from Thetford Post Office branch, along varied terrain. Time restricted roadside parking is available nearby with a disabled parking bay outside the branch, public transport is available to and from the surrounding area.

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 branch⁵
- 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-week⁶ 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.