



Dear Customer

Engaging with our customers - Share your views

Thrapston Outreach Services

Changes to Gretton Hosted Outreach Service, previously located at: Lydias Coffee Shop, 30 High Street, Gretton, Corby, NN17

Affecting: Brigstock, Rushton, Loddington, and King's Cliffe Hosted Outreach Services

We are writing to inform you that regrettably, following the withdrawal of the premises for Post Office use, the Postmaster from Thrapston Post Office who operated Gretton Outreach Service has had to identify an alternative location to continue to offer Post Office service to the local community in the longer term. Therefore, Gretton Outreach service relocated to a new location at: Gretton Baptist Church, 67 High Street, Gretton, NN17 3DF on Tuesday 11 November 2025. Please accept my apologies for the late notification on this occasion.

We would like to hear from you

As we are keen to keep services in this community, we have decided to go ahead with our plans to relocate Gretton Outreach Service. However, we would welcome suggestions about specific aspects of this change at Gretton particularly on the following areas:

- How suitable do you think the new location is 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 Tuesday 27 January 2026. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on the reopening of this Post Office service through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the engagement for this service either by branch name, postcode or the unique branch code **548471**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



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 through your social media channels and 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 posters, please let us know.

Once the plans have been finalised, we'll display posters locally and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes, posters will be displayed locally to let customers know.

Additionally, Brigstock, Rushton, Loddington and King's Cliffe Outreach Services also operated by the postmaster from a Thrapston Post Office closed due to unforeseen circumstances and they are scheduled to re-open week commencing from Monday 5 January 2026 with new operating hours.

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

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

We do hope that you will support this new service.

Yours faithfully

Anthony Bayley

Anthony Bayley
Area Change Manager

Gretton Hosted Outreach Information Summary

There are times our branches 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

New Location															
Gretton Baptist Church, 67 High Street, Gretton, NN17 3DF															
<p style="text-align: center;">Post Office opening times</p> <table> <tr><td>Monday</td><td>Closed</td></tr> <tr><td>Tuesday</td><td>09:30 – 12:30</td></tr> <tr><td>Wednesday</td><td>Closed</td></tr> <tr><td>Thursday</td><td>Closed</td></tr> <tr><td>Friday</td><td>Closed</td></tr> <tr><td>Saturday</td><td>Closed</td></tr> <tr><td>Sunday</td><td>Closed</td></tr> </table>		Monday	Closed	Tuesday	09:30 – 12:30	Wednesday	Closed	Thursday	Closed	Friday	Closed	Saturday	Closed	Sunday	Closed
Monday	Closed														
Tuesday	09:30 – 12:30														
Wednesday	Closed														
Thursday	Closed														
Friday	Closed														
Saturday	Closed														
Sunday	Closed														
Products and Services															
The same products and services will still be available.															
Access															
<p>Access will be level at the entrance to the new premises. Internally there will be a hearing loop and space for a wheelchair.</p>															
Getting there															
<p>The new branch will be located approximately 400 metres away from the previous branch location, along mostly level terrain.</p> <p>Roadside parking is available nearby.</p>															
Location	Church														
Date of Relocation	Tuesday 11 November 2025														

Details of the change to existing Outreach service opening hours:			
Brigstock Outreach		Tea Rooms, 34-36 High Street, Brigstock, Kettering, NN14 3HA	
Previous opening times		New opening times	
Monday	10:00 – 12:00	Monday	09:30 – 11:30
Tuesday	No Service	Tuesday	No Service
Wednesday	No Service	Wednesday	No Service
Thursday	No Service	Thursday	No Service
Friday	No Service	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

Details of the change to existing Outreach service opening hours:			
Rushton Outreach		Rushton Village Hall, Rushton, Kettering, NN14 1RL	
Previous opening times		New opening times	
Monday	12:30-14:30	Monday	12:00 – 14:00
Tuesday	No Service	Tuesday	No Service
Wednesday	No Service	Wednesday	No Service
Thursday	No Service	Thursday	No Service
Friday	No Service	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

Details of the change to existing Outreach service opening hours:			
Loddington Outreach		Village Hall, Main Street, Loddington, Kettering, NN14 1LA	
Previous opening times		New opening times	
Monday	No Service	Monday	14:15 – 16:15
Tuesday	No Service	Tuesday	No Service
Wednesday	09:30 – 11:30	Wednesday	No Service
Thursday	No Service	Thursday	No Service
Friday	No Service	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

Details of the change to existing Outreach service opening hours:			
King's Cliffe Outreach		47 West Street, King's Cliffe, Peterborough, PE8 6XB	
Previous opening times		New opening times	
Monday	No Service	Monday	No Service
Tuesday	14:00 – 16:00	Tuesday	13:00 – 15:00
Wednesday	No Service	Wednesday	No Service
Thursday	No Service	Thursday	No Service
Friday	No Service	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

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 (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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified² and where there is no degradation of access to Post Office services (into and inside the premises).

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 representatives³, the Consumer Advocacy Bodies and selected charities⁴, 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.

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

Comments@postoffice.co.uk

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² Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

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.