



Dear Customer,

Service Re-opening

Thrapston Outreach Services

Affecting Walgrave, Loddington, Rushton, Brigstock, Gretton, Kingscliffe & Geddington

We are delighted to let you know that we will be restoring Post Office services to Walgrave Outreach service on Monday 05 June 2023. As you may be aware, the branch closed temporarily in March 2019 due to unforeseen circumstances.

The service will be operated from the same premises by the postmaster from Thrapston Post Office and will offer the same Post Office products and services. Full details of the service are provided at the end of this letter.

To accommodate the reopening of Walgrave Outreach service, the opening hours at the outreaches at Loddington, Rushton, Brigstock, Gretton, Kingscliffe & Geddington, also operated by the postmaster from Thrapston, have changed.

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

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to 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.

If you have any questions about the new service, please contact the National Consultation Team, as detailed 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".

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

Thank you for your support in restoring a Post Office service.

Yours faithfully,

Anthony Bayley

Anthony Bayley
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of the restored service at Walgrave Outreach

Walgrave Outreach Service

Village and Playfield Association
Newland Road
Walgrave
NN6 9PZ

Services

The same products and services will be available.

Access

This branch has a wide door and level access at the entrance.

Opening times

Monday	15:00 – 16:00
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Parking

Parking is available nearby.

Details of the changes to the existing Thrapston Outreach Services

Loddington Outreach Service

Village Hall
Main Street
Loddington
NN14 1LA

New opening times

Wednesday	09:30 – 11:30
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Rushton Outreach Service

Rushton Village Hall
Rushton
NN14 1RL

New opening times

Monday	12:30 – 14:30
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Brigstock Outreach Service

Bake & Brew Tea Rooms
34 – 36 High Street
Brigstock
NN14 3HA

New opening times

Monday	10:00 – 12:00
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Gretton Outreach Service

Lydia's Coffee Shop
30 High Street
Gretton
NN17 3DE

New opening times

Tuesday	10:00 – 13:00
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Kingscliffe Outreach Service

47 West Street

Kings Cliffe

Peterborough

PE8 6XB

New opening times

Tuesday	14:00 – 16:00
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Geddington Outreach Service

15 Queen Street

Geddington

Kettering

NN14 1AZ

New opening times

Wednesday	12:30 – 14:30
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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 **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.

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

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Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.