



Dear customer

**Changes to Alnwick Mobile Services**  
**Affecting Lesbury, Lowick, Beadnell, Rennington and Long Houghton**

We are really pleased to let you know that we are restoring Post Office services to Lesbury on Friday 25 November 2022 at 15:30, with the introduction of a temporary Mobile service whilst we continue to seek a permanent solution. The branch closed temporarily on 26 September 2022, following the resignation of the postmaster and the withdrawal of the premises for Post Office use.

Since the closure of the above services we have continued to work to identify a solution to restore Post Office services to the local 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.

The new service will be operated from the car park area, Riverside, Lesbury, Alnwick, NE66 3SG by the postmaster from Alnwick Post Office and will offer a range of Post Office products and services. Full details of the new temporary service are provided at the end of this letter.

To accommodate the new Mobile Service, there will be some changes to the opening hours of the Mobile Services at Lowick, Beadnell, Rennington and Longhoughton, also operated by the postmaster from Alnwick Post Office, from Friday 25 November 2022. Full details of the changes to 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, (remove from OF Letter) 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.

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.

We do hope that you will support this new service.

Yours faithfully

*Gail Burnett*

**Gail Burnett**  
**Network Provision Lead**

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## How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://postofficeviews.co.uk)

FREEPOST Your Comments

## Details of the new Mobile services:

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### Lesbury Post Office

Car park area

Riverside

Lesbury

Alnwick

NE66 3SG

#### Opening times

Friday	15:30 – 16:30
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### Services

A range of Post Office products and services will be available.

### Access and facilities

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

### Getting there

This Mobile Post Office service is located approximately 50 metres away from the previous branch location, along varied terrain. Parking is available close to where the mobile van will be parked.

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## Details of the change to existing Mobile services:

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### Lowick Mobile Service - White Swan Inn Car park, 51 Main Street, Lowick, Berwick-upon-Tweed, TD15 2UD

#### Current opening times

Monday	09:00 – 10:30
Tuesday	11:00 -12:30
Wednesday	11:30 -12:45
Friday	10:30 -11:30

#### New opening times

Monday	09:00 -10:30
Tuesday	11:00 -12:00
Wednesday	11:30 -12:45
Friday	10:30 -11:15

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### Beadnell Mobile Service - Adjacent to the Village Store, Harbour Road, Beadnell, Chathill, NE67 5AN

#### Current opening times

Wednesday	15:00 -16:30
Friday	12:30 -14:00

#### New opening times

Wednesday	15:00 -16:30
Friday	12:00 -12:45

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**Rennington Mobile Service - Car Park Next to Horseshoes Pub, Rennington,  
Alnwick, NE66 3RS**

**Current opening times**

Friday	14:15 – 15:15
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**New opening times**

Friday	13:00 -14:00
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**Longhoughton Mobile Service - Carpark of Spar Store, North End,  
Longhoughton, Alnwick, NE66 3AG**

**Current opening times**

Friday	15:30 -16:30
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**New opening times**

Friday	14:15 – 15:15
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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](https://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 closure<sup>1</sup> / 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.