



Dear Customer

Billingham Post Office®
Crown Buildings, Town Centre, Billingham, TS23 2LR

Local public consultation

I'm writing to let you know that we are proposing to move Billingham Post Office to the nearby vacant retail store at 53 Queensway, Billingham, TS23 2ND where it would be run by Jassraaj Enterprise Ltd. The majority of products and services for customers would be unchanged and opening hours would be increased.

Why are we proposing this move?

This move is part of the continuing modernisation of our branch network. We believe the most effective way to secure the long term viability of Post Office services in Billingham is through a carefully selected retail partner, and we are confident that our proposal is the best way of safeguarding services for the community for years to come. The vast majority of our 11,600 Post Office branches, large and small, are successfully operated in this way with retail partners and we believe this is the best approach to keeping Post Offices in main shopping locations and at the heart of communities where they play in an important role in local economies.

Alongside modernising our branch network, we're continuing to develop our services to remain relevant for customers. As well as traditional mails and other services, today's Post Office network provides for the collection or return of online shopping, offers a 'click and collect' service for foreign currency available from over 3,500 branches and day-to-day banking for the majority of customers of UK banks - 99 per cent of UK personal banking customers and 75 per cent of business customers can now carry out day to day banking at any of our branches. The same wide range of products and services would continue to be available with the exception of the Biometric Enrolment Service for the Home Office. DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services would still be available. The nearest alternative office providing the Biometric Enrolment Service for the Home Office, is Darlington Post Office, Crown Street, Darlington, DL1 1AB approximately 17.9 miles away.

About our retail partner

Our new Retail Partner regard the Post Office network as a vital part of community services and have satisfied us that they would be able to successfully operate Billingham Post Office by showing they can deliver excellent standards of customer service, with trained staff promoting products and services in a modern environment, over extended opening hours. All staff employed by Jassraaj Enterprise Ltd to work in the new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service related matters.

Jassraaj Enterprise Ltd is planning to refurbish the vacant premises and install a new modern Post Office alongside their retail of Confectionery, Tobacco, News and Food to Go.

The new Billingham Post Office branch

The new branch will be a bright, modern open-plan layout which will include a complete internal refurbishment with the installation of an automatic door. Access into and throughout the store is level. We have stringent standards to ensure good access for all customers and our plans for the new branch also include widened aisles, low-level counters, PIN pads, hearing loops and customer seating.

Directional signage will be provided from the entrance door through to the new Post Office area which will be within a dedicated area at the back of the store. There will be five serving positions, which has been based on current and forecast future business levels; three open plan positions and one traditional screened position which will also provide travel money services, and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional positions and still has a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed. The serving position located at the retail till will offer customers a selected range of Post Office products and services, without having to join the main queue, over extended hours, providing customers access to services for an extra 6.5 hours a week.

What's next?

We're now starting a period of local public consultation and we'd welcome your views on the proposal. The change of management of the branch to one that is operated by a retail partner rather than by us directly is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change. However we welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy is it to get to the proposed new location
- Are the new premises easy for you to get into and are they easily accessible once inside
- Are there any other local community issues which you believe could be affected by or affect the proposed move
- If the move were to proceed is there anything we could do to make it easier for customers

It's easy to let us have your feedback by completing our online survey via the following link postofficeviews.co.uk and entering the code for this branch **009327**.


If you have a QR scanner on your mobile phone, all you need to do is scan here:




Any information we receive will be considered as we finalise our plans for the new branch. I've enclosed an information sheet that provides more details about the new location. I've also included information about the Code of Practice over the page and a full copy of the Code will be available in branch.

You can also let us have your comments in the following ways:

 postofficeviews.co.uk

 FREEPOST Your Comments
**(This is the full address to use.
No further address or name details are required)**

 comments@postoffice.co.uk

 Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55

Dates for local public consultation:

Local Public Consultation starts	29 November 2017
Local Public Consultation ends	22 January 2018
Proposed month of change	March 2018

In this instance we have extended public consultation by 10 calendar days to allow for the Christmas and New Year period.

Post Office Ltd will host a customer forum in the coming weeks, and everyone will be welcome to attend to hear more about the proposed new location. We're currently finalising details of this event and further information will be provided in branch.

Thank you for considering our proposal. At the end of the consultation we will write to anyone who has provided feedback to the consultation to respond to the main issues raised and to explain our final plans.

Yours faithfully



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

Please note that items sent by Freepost take 2 working days to arrive and don't include Saturday or Sunday. Therefore please do allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Billingham Post Office information sheet																														
	Current location	Proposed new location																												
Address	Crown Buildings Town Centre Billingham TS23 2LR	Jassraaj Enterprise Ltd 53 Queensway Billingham TS23 2ND																												
Post Office Opening Hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:30 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 12:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:30 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	Closed
Mon	09:00 – 17:30																													
Tue	09:30 – 17:30																													
Wed	09:00 – 17:30																													
Thu	09:00 – 17:30																													
Fri	09:00 – 17:30																													
Sat	09:00 – 12:30																													
Sun	Closed																													
Mon	09:00 – 17:30																													
Tue	09:00 – 17:30																													
Wed	09:00 – 17:30																													
Thu	09:00 – 17:30																													
Fri	09:00 – 17:30																													
Sat	09:00 – 17:30																													
Sun	Closed																													
New Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon & Tue</td><td>08:30 – 17:30</td></tr> <tr><td>Wed - Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>		Mon & Tue	08:30 – 17:30	Wed - Sat	09:00 – 17:30	Sun	Closed																						
Mon & Tue	08:30 – 17:30																													
Wed - Sat	09:00 – 17:30																													
Sun	Closed																													
Products & Services	The same wide range of products and services would still be available, with the exception of the Biometric Enrolment Service for the Home Office. DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services would still be available.																													
Serving positions	There would be five serving positions in total; one screened and three open plan 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 and facilities	Access would be level with an automatic door being installed at the entrance to the proposed premises. Low level serving counters, a low level writing desk and hearing loops would be available.																													
How far away is it?	Approximately 65 metres away from the current branch, along varied terrain.																													
Transport & parking at the proposed new premises	<p style="text-align: center;">Parking</p> <p>Kingsway West is a free multi-storey car park with 276 spaces and 3 designated disabled bays available approximately 100 metres away from the proposed premises.</p> <p style="text-align: center;">Buses</p> <p>Public transport available to and from the surrounding areas.</p>																													
Retail	Confectionery, Tobacco, News Retailer																													
Local Public Consultation starts	29 November 2017																													
Local Public Consultation ends	22 January 2018																													
Proposed month of Change	March 2018																													

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at: www.postofficeviews.co.uk

