



Dear Customer

Blaydon On Tyne Post Office®
Previously located at - Co-op Store, Unit 20, The Precinct,
Blaydon-On-Tyne, NE21 5BT

Local Public Consultation Decision

I'm writing to confirm that we have proceeded with our proposal and re-opened the above Post Office branch at Blaydon Convenience Store, 3 Harriet Street, Blaydon-On-Tyne, NE21 4DE. I am pleased to advise that the new Post Office branch opened on Thursday 10 May 2018 and is operating as one of our new local style Post Office branches.

We received 145 individual responses from customers and local representatives during the local public consultation period. The main feedback centred on the distance to the new branch from the previous location, access, space and parking. We also met with the local MP Liz Twist to discuss the proposal on a face to face basis and to help us to understand any local issues causing particular concern. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

It may be helpful to explain that since the closure of the previous branch we have been searching for a viable and sustainable location for the Post Office in Blaydon-On-Tyne. We recognise that the new branch is 650 metres from the previous location and that for some customers this may involve a longer and more inconvenient journey, for which we apologise; unfortunately a suitable business partner in the immediate vicinity of the previous branch has not been found. However, this new branch will allow us to restore post Office services to the local community. Additionally, we remain committed to re-establishing a further Post Office service in the main retail area of Blaydon-On-Tyne and welcome any expressions of interest from potential business partners.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is roadside parking directly outside the new premises and with further roadside parking on Blaydon Bank and Ann Street. I am therefore satisfied that parking at the new branch will meet the needs of customers using the Post Office. However, with the aim of further assisting customers the new operator will engage with the relevant authorities to explore the possibility of a dedicated disabled bay in close vicinity to the new branch.

It's clear that the Post Office plays an important part in the lives of customers, particularly to the older and disabled customers and we want to make our services as accessible as we possibly can. I am pleased to confirm that the new operator is currently investigating what additional adjustments can be made at the entrance to improve accessibility. Internally, the new branch is in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer.

We have worked closely with the new operator on the internal layout to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers to move around and access Post Office services without difficulty.

The new local style Post Office operates from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Customers can also access a wide range of Post Office products and services at Winlaton Post Office which can be reached by a regular bus service.

Local residents now benefit from significantly longer opening hours, Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am satisfied that the new branch will help to provide long term viability and future sustainability for Post Office service provision in the local area.

Posters will now be displayed in the Blaydon Convenience Store to let customers know about this decision.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully

Gail Burnett

Gail Burnett
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

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.

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

Blaydon On Tyne Post Office information sheet

Address	Blaydon Convenience Store 3 Harriet Street Blaydon-On-Tyne NE21 4DE														
Opening hours	<table><tr><td>Monday</td><td>09:00 – 19:00</td></tr><tr><td>Tuesday</td><td>09:00 – 19:00</td></tr><tr><td>Wednesday</td><td>09:00 – 19:00</td></tr><tr><td>Thursday</td><td>09:00 – 19:00</td></tr><tr><td>Friday</td><td>09:00 – 19:00</td></tr><tr><td>Saturday</td><td>09:00 – 19:00</td></tr><tr><td>Sunday</td><td>09:00 – 14:00</td></tr></table>	Monday	09:00 – 19:00	Tuesday	09:00 – 19:00	Wednesday	09:00 – 19:00	Thursday	09:00 – 19:00	Friday	09:00 – 19:00	Saturday	09:00 – 19:00	Sunday	09:00 – 14:00
Monday	09:00 – 19:00														
Tuesday	09:00 – 19:00														
Wednesday	09:00 – 19:00														
Thursday	09:00 – 19:00														
Friday	09:00 – 19:00														
Saturday	09:00 – 19:00														
Sunday	09:00 – 14:00														
Distance	650 metres away from the previous branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The new premises has a small step at the entrance. However the new operator has installed a permanent rubber ramp at the entrance and will investigate any further adjustments to improve access. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Parking There is roadside parking directly outside of the new premises and on nearby side roads.</p> <p>Buses There are frequent buses running from the previous branch to the new premises. The nearest bus stop is approximately 190 metres away.</p>														
Retail	Convenience store														
Date of opening	Thursday 10 May 2018														

Blaydon On Tyne Post Office® services available	
Our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk	
	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Driving	
Car tax	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
✓	
Products marked x are available at Whickham Post Office, Unit 1, St Marys Green, Whickham, NE16 4DN	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30
Other Products are available at Winlaton Post Office, Spar Stores, Church Street, Winlaton, NE21 6AW	Opening times: Mon – Sun 06:00 – 22:00