



Dear Customer

Lingwood Post Office® branch
Post Office Road, Lingwood, Norwich, NR13 4AD

Local Public Consultation Decision

We will be proceeding with our proposal to move the above Post Office branch to Spar Lingwood at 2 Norwich Road, Lingwood, Norwich, NR13 4BH, where it will operate as one of our new local style Post Office branches.

We have received 19 individual responses from customers during the local public consultation period. The feedback centred on location of the new premises and parking. Additionally some feedback was received about adequate space for queuing and customer movement within the new premises. Customers also commented on bus service and access into the proposed premises. The feedback welcomed the availability of Post Office and convenience store within the same premises. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

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 further reviewed parking provision at the new location. I can confirm that off road parking is available outside the premises and in addition there is roadside parking nearby the new premises.

I acknowledge that the proposed premises are further away from the village centre and for some customers this may mean a slightly longer journey. Local community transport scheme Transport Plus operates in the local area and may provide an alternative option for customers wishing to access the new branch. Further details, including how to register, are available by telephone on 0344 800 8020 (Monday to Friday 09:00 to 17:00) and at www.norfolk.gov.uk/communitytransport. Details of the scheme will be displayed on the notice board at the new branch. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, there may be some customers for whom the proposed location is slightly closer than at present.

We will work 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 is provided for customers to move around and access Post Office services without difficulty.

I have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Post Office customers will also benefit from the extended opening hours provided by our operator including Saturday afternoon and Sunday opening, and longer opening times throughout the week.

The current branch will close at Wednesday 18 July 2018 at 17:30, with the new branch opening, at Spar Lingwood at 13:00 on Friday 27 July 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Blofield Post Office, The Street, Blofield, NR13 4AA
- Acle Post Office, 2 Priory Close, Acle, Norwich, NR13 3AA

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

Hayley Brown

Hayley Brown
Regional Network Change Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

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

Lingwood Post Office information sheet															
Address	Spar Lingwood, 2 Norwich Road Lingwood Norwich NR13 4BH														
Opening hours	<table> <tr> <td>Monday</td><td>07:00 – 22:00</td></tr> <tr> <td>Tuesday</td><td>07:00 – 22:00</td></tr> <tr> <td>Wednesday</td><td>07:00 – 22:00</td></tr> <tr> <td>Thursday</td><td>07:00 – 22:00</td></tr> <tr> <td>Friday</td><td>07:00 – 22:00</td></tr> <tr> <td>Saturday</td><td>07:00 – 22:00</td></tr> <tr> <td>Sunday</td><td>07:00 – 22:00</td></tr> </table>	Monday	07:00 – 22:00	Tuesday	07:00 – 22:00	Wednesday	07:00 – 22:00	Thursday	07:00 – 22:00	Friday	07:00 – 22:00	Saturday	07:00 – 22:00	Sunday	07:00 – 22:00
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Sunday	07:00 – 22:00														
Distance	0.7 miles away from the current branch, along level terrain.														
Products & Services	The branch will offer a wide range of Post Office products and services.														
Accessibility & accessibility works	<p>Access and facilities New premises has a wide door and level access. Internally, there will be a Hearing Loop and a space for a wheelchair.</p> <p>Parking Off-road parking available outside premises.</p> <p>Buses Regular bus service is available between current Post Office branch and new premises. The bus stop is opposite the new premises.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on 19 July 2018														

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.

Lingwood Post Office® services available	
Your Postmaster or 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	Express 24 & 48
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	x
Products marked x are available at Acle Post Office, 2 Priory Close, Acle, Norwich, Norfolk, NR13 3AA	Opening times: Mon – Fri 08:30 – 17:30 Sat 08:30 – 13:00