



Dear Customer

**Grange Park Post Office®**  
**67 Great North Road, Grange Park, Newcastle Upon Tyne, NE3 2DQ**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Motor Fuel Group-Londis, North Road Service Station, Great North Road, Grange Park, Newcastle Upon Tyne, NE3 2DQ, where it will be known as Great North Road Post Office and operate as one of our new local style Post Office branches.

We received 2 individual responses from a customer and a local representative during the local public consultation period. The feedback praised the customer service at the existing branch and expressed concern about the proposed change. 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's clear that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as we possibly can. For those using their own transport to reach the branch, the parking area will have marked bays one of which will be dedicated for disabled customers. In addition a pedestrian access route will be marked out from the pavement to the entrance of the store. Access into the new branch will be level and via a wide automatic door at the entrance.

Inside, the new branch will be 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 will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services without difficulty.

We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. I would like to reassure you that we will be working closely with the new operator to make sure there is an appropriate level of privacy for Post Office customers. Staff will be fully trained and on hand and staffing levels will be aligned to meet customer demand. The staff training would include excellent customer service, the need to respect customer confidentiality and adhere to our stringent security procedures which will be put in place to protect staff and customers.

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. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use our services seven days a week and at times that suit them better.

Although the cash machine will not be transferring to the new site, customers will still be able to access cash from their Post Office card account and obtain everyday banking services throughout the extended opening times provided by our new operator. Additionally, customers may use the 24 hour cash machine at Brunton Park Post Office branch. 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 is suitably located and this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch closed at 17:30 on Thursday 27 September 2018, and the new branch opened, at Motor Fuel Group-Londis, North Road Service Station, at 13:00 on Monday 1 October 2018. Please accept our apologies for inconvenience caused.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

Thank you for considering our proposal.

Yours sincerely

*Dean Morris*

**Dean Morris**  
**Multiple Account Executive**

**How to contact us:**

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

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

**Grange Park Post Office information sheet**

<b>Address</b>	Motor Fuel Group-Londis North Road Service Station Great North Road Grange Park Newcastle Upon Tyne NE3 2DQ														
<b>Opening hours</b>	<table border="1"><tr><td>Monday</td><td>06:00 – 22:00</td></tr><tr><td>Tuesday</td><td>06:00 – 22:00</td></tr><tr><td>Wednesday</td><td>06:00 – 22:00</td></tr><tr><td>Thursday</td><td>06:00 – 22:00</td></tr><tr><td>Friday</td><td>06:00 – 22:00</td></tr><tr><td>Saturday</td><td>06:00 – 22:00</td></tr><tr><td>Sunday</td><td>06:00 – 22:00</td></tr></table>	Monday	06:00 – 22:00	Tuesday	06:00 – 22:00	Wednesday	06:00 – 22:00	Thursday	06:00 – 22:00	Friday	06:00 – 22:00	Saturday	06:00 – 22:00	Sunday	06:00 – 22:00
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Sunday	06:00 – 22:00														
<b>Distance</b>	Within 75 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> The proposed premises has a wide automatic door and a level access at the entrance. Internally, there would be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Marked parking bays, one of which will be dedicated for disabled customers will be available on the garage forecourt and further roadside parking is available within 40 metres on Park Avenue.</p>														
<b>Retail</b>	Forecourt garage /Convenience store														
<b>Date of Relocation</b>	Monday 1 October 2018 at 13:00														

**Grange Park Post Office® services available**

**Your operator 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](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	<b>Express 24 &amp; 48</b>
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	✓
<b>Withdrawals, deposits and payments</b>	
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	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros</b>
Travel insurance referral	✓
On demand travel insurance	✗
<b>Mobile Top-ups &amp; E vouchers</b>	
	✓
<b>Payment by cheque</b>	
	<b>Car tax only</b>
Products marked ✗ are available at <b>Gosforth</b> Post Office, 83A Salters Road, Gosforth, Newcastle Upon Tyne, NE3 1DU	Opening times: Mon – Sat      09:00 – 17:30

## **Principles of Community Engagement on changes to the Post Office network**

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.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>4</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>5</sup> local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

***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**  
**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.

<sup>2</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>3</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

<sup>4</sup> 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.

<sup>5</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.