



Dear Customer

**Branch End Post Office®  
Boots Chemist, 1 Alexandra Terrace, Branch End,  
Stocksfield, NE43 7LA**

**Decision - move to new premises & branch modernisation**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Spar, Branch End Service Station, Main Road, Branch End, Stocksfield, NE43 7DW, where it will operate as one of our new local style Post Office branches. Please accept our apologies for the late notification in this instance, this was due to extensive refurbishments at the Spar premises as we were finalising our plans for the new branch.

We received 30 individual responses from customers and local representatives during the local public consultation period which concluded in January this year. The main feedback commented about the availability of space inside the Spar shop which was said to be busy and too small to accommodate a Post Office service, parking and pedestrian access to the new site. We also received feedback which welcomed improved access into the Spar shop and longer opening hours the new branch would provide.

I appreciate that the new premises are located approximately 76 metres from the current site, and I acknowledge for some customers this may mean having to cross the road for which I apologise. In term of access to the new location, there are two crossing points close nearby. However, to further support our customers in accessing the new branch, the new operator will be approaching the relevant authority to seek a review of footpaths and dropped kerbs in the vicinity of the crossing areas.

We recognise that the Post Office plays an important part in the lives of customers, particularly for our older and less able customers, and we want to make our services as accessible as possible. Before the new Post Office opens, the new operator will mark out pedestrian walkways across the garage forecourt to provide a clear route from the pavement and parking areas to the shop entrance. There will be marked parking spaces to the side of the forecourt and one of these will be marked out as a designated disabled parking bay close to the shop entrance. I am therefore satisfied that access and parking at the proposed branch will meet customer requirements.

Inside Spar, 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 fixtures and fittings will be re-aligned or removed 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 and a wheelchair to move around the shop and access Post Office services.

We will also be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Staff training is to Post Office standards and includes instructions and guidelines to safeguard customer privacy and confidentiality. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate 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. The Post Office transactions are designed to be quick and efficient to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch.

However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small range of services that will no longer be offered, can be accessed at Corbridge Post Office, which offers the full range of Post Office products and services and can be reached by a direct bus service.

The change also means that customers will benefit from extensive opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, so they can use our services seven days a week and at times that suit them better. Further 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 local 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 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 long term viability and future sustainability for Post Office service provision in the local community.

The current branch closed at 13:00 on Friday 16 March 2018 and the new branch opened, at Spar, Branch End Service Station, Main Road, at 13:00 on Tuesday 17 April 2018. Posters are now displayed at Spar Stores to let customers know. Please accept our apologies for any inconvenience caused.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 182329.

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](http://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



**Suzanne Richardson**  
**Regional Network Manager**

**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 660115 or Textphone 03457 22 33 55.**

**Branch End Post Office information sheet**

<b>Address</b>	Spar Branch End Service Station Main Road Branch End Stocksfield NE43 7DW														
<b>Opening hours</b>	<table border="1"><tr><td>Monday</td><td>06:00 – 21:00</td></tr><tr><td>Tuesday</td><td>06:00 – 21:00</td></tr><tr><td>Wednesday</td><td>06:00 – 21:00</td></tr><tr><td>Thursday</td><td>06:00 – 21:00</td></tr><tr><td>Friday</td><td>06:00 – 21:00</td></tr><tr><td>Saturday</td><td>06:00 – 21:00</td></tr><tr><td>Sunday</td><td>06:00 – 21:00</td></tr></table>	Monday	06:00 – 21:00	Tuesday	06:00 – 21:00	Wednesday	06:00 – 21:00	Thursday	06:00 – 21:00	Friday	06:00 – 21:00	Saturday	06:00 – 21:00	Sunday	06:00 – 21:00
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Sunday	06:00 – 21:00														
<b>Distance</b>	76 metres away from the current branch, along level terrain														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<b>Access and facilities</b> Access will be level with a wide automatic door at the entrance. Internally, there will be a hearing loop and space for a wheelchair. <b>Parking</b> Parking is available on the forecourt of the premises with a marked dedicated disabled bay.														
<b>Retail</b>	Forecourt Garage & Convenience store														
<b>Date of Relocation</b>	Tuesday 17 April 2018 at 13:00														

**Branch End Post Office® services available**

**Your Postmaster or our Customer Helpline on 03452 660115 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	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	✗
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	✓
Transcash (without barcode)	✗
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	
Products marked ✗ are available at <b>Prudhoe</b> Post Office, 81 Front Street, Prudhoe, NE42 5PU	Opening times: Mon, Tue, Thu & Fri 09:00 – 12:30 13:30 – 17:30
and	Wed 09:00 – 12:00 Sat 09:00 – 12:30
<b>Corbridge</b> Post Office, The Paper Shop, Town Hall Buildings, Princes Street, Corbridge, NE45 5AD	Opening times: Mon to Sat 09:00 – 17:30