



Dear Customer

**Crook Post Office®**  
**Car Park of Crook Business Centre, New Road, Crook, DL15 8ND**

**Local Public Consultation Decision**

I'm writing to confirm our final plans for the above Post Office branch which I'm pleased to confirm relocated to Crook Premier, 1-3 East Bridge Street, Crook, DL15 9BJ on Thursday 16 November 2017.

We received 38 individual responses from customers during the consultation period. In the main, customers expressed concerns around parking and traffic congestion in the area surrounding the new location. Other feedback commented on the availability of space within the new premises. This feedback helped me to understand customers' views and concerns and to make sure that all such information was taken into account before finalising our plans.

As you may be aware, this branch had been operated on our behalf by a temporary agent. Whilst this arrangement had enabled us to maintain access to Post Office services to our customers in the area, it did mean that the service was liable to close at short notice and for some time we had been actively seeking a more secure solution that would enable us to retain services locally into the longer term, and provide an improved and more modern 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 and can confirm that roadside parking is available in the surrounding area. While I remain satisfied that parking at the new branch will meet the requirements of customers using the Post Office, I can confirm that the new operator has approached the local authority to seek the provision of two dedicated parking bays outside the new premises.

We recognise 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 possible. I am pleased to confirm that there will be level access and a wide door at the entrance to this branch, providing easy access into the premises.

Inside Crook Premier, the new branch is in line with Post Office specifications, making sure there is sufficient space for the Post Office to operate alongside the retail offer. We worked closely with the new operator on the internal layout and some fixtures and fittings have been 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 store and access Post Office services with ease.

I have carefully considered our original proposal, and the feedback received during the public consultation period. I am confident that the new branch is suitably located and will meet the needs of our customers in the local community. This move will secure Post Office services to the local community in the longer term. Full details of the new service are provided at the end of this letter.

The previous branch closed on Wednesday 15 November 2017, with the new branch opening, at Crook Premier, 1-3 East Bridge Street on Thursday 16 November 2017.

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: 161309

Thank you for considering our proposal.

Yours faithfully



**Kenny Lamont**  
**Network Operations Area Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
  -  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
  -  Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55
  -  FREEPOST Your Comments
- Please note this is the full address to use and no further address details are**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03452 66 01 15.**

**Details of the new service:**

<b>Crook Post Office information sheet</b>															
<b>Address</b>	Crook Premier 1-3 East Bridge Street Crook DL15 9BJ														
<b>Post Office Opening hours</b>	<table border="1" style="margin-left: auto; margin-right: auto;"> <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
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<b>New Opening times of Post Office service at retail counter</b>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="padding: 2px;">Mon - Sun</td> <td style="padding: 2px;">06:00 - 22:00</td> </tr> </table>	Mon - Sun	06:00 - 22:00												
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<b>Distance</b>	550 metres away from the previous branch, along varied terrain.														
<b>Products &amp; Services</b>	The same wide range of products and services would still be available.														
<b>Accessibility &amp; Accessibility works</b>	<p style="text-align: center;"><b>Access and facilities</b></p> <p style="text-align: center;">The new branch has a wide door and level access at the entrance.</p> <p style="text-align: center;"><b>Parking/Buses</b></p> <p style="text-align: center;">Roadside parking is available near the new premises. There are local buses serving the surrounding area.</p>														
<b>Retail</b>	Convenience store														
<b>Date of relocation</b>	Thursday 16 November 2017														