



Dear Customer

**Changes to Doddington Mobile service**

**Local Public Consultation Decision**

As you may remember, I wrote to you recently to explain that we were restoring Post Office services to the communities of Pegswood Colliery and Stobhillgate on a temporarily basis, with the introduction of a Mobile service. In addition we introduced a new mobile service in Longframlington. These services commenced on Thursday 16 March 2017. To accommodate these Mobile services we made some minor changes to the current hours of service at Milfield, Bamburgh, Crookham and Lowick. These changes commenced on Wednesday 15 March 2017.

I am now writing to let you know the outcome of the local public consultation. We received one individual response from a customers during the local public consultation period. The feedback welcomed the introduction of a mobile service at Stobhillgate.

I have carefully considered our original proposal and the feedback received during the period of public consultation. I am confident that the adjusted opening times presents the best possible solution to allow us to maintain Post Office services to the local community in the longer term and that they will continue to meet the needs of our customers in the Doddington area. We will of course stand by our commitment to continue to monitor the situation and explore any opportunities that may arise in the future.

Full details of the mobile services including the adjusted hours are provided at the end of this letter.





Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Kenny Lamont".

**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: 03457 22 33 44  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use and no further address details are required.**

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.postofficeviews.co.uk](http://www.postofficeviews.co.uk). 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 03457 22 33 55.**

## Details of the temporarily Mobile services:


<p><b>Pegswood Mobile Post Office service</b> De Waldon Terrace Pegswood Colliery Morpeth NE61 6UW</p> <p> <b>New Opening times</b></p> <table border="1" data-bbox="140 432 544 468"><tr><td>Thursday</td><td>14:15 – 16:00</td></tr></table>	Thursday	14:15 – 16:00	<p> <b><u>Services</u></b> A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> <b><u>Access and facilities</u></b> There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.</p> <p> <b><u>Parking</u></b> Parking available close to the Mobile Van.</p>
Thursday	14:15 – 16:00		


<p><b>Stobhillgate Mobile Post Office service</b> St Aidens Church Car Park Shields Road Morpeth NE61 2SA</p> <p> <b>New Opening times</b></p> <table border="1" data-bbox="140 1014 544 1050"><tr><td>Thursday</td><td>11:15 – 13:15</td></tr></table>	Thursday	11:15 – 13:15	<p> <b><u>Services</u></b> A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> <b><u>Access and facilities</u></b> There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.</p> <p> <b><u>Parking</u></b> Parking available close to the Mobile Van.</p>
Thursday	11:15 – 13:15		


## Details of the new Mobile service:


<p><b>Longframlington Mobile Post Office service</b> Car Park of King Georges playing field Rothbury Road Longframlington NE65 8HU</p> <p> <b>New Opening times</b></p> <table border="1" data-bbox="140 1751 544 1787"><tr><td>Thursday</td><td>09:00 – 10:30</td></tr></table>	Thursday	09:00 – 10:30	<p> <b><u>Services</u></b> A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> <b><u>Access and facilities</u></b> There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.</p> <p> <b><u>Parking</u></b> Parking available close to the Mobile Van.</p>
Thursday	09:00 – 10:30		

**Details of the adjusted Mobile services:**





<b>Milfield Mobile Post Office service</b> Opposite Milfield Methodist Church Wheatriggs Milfield NE71 6HT	 <b>New Opening times</b> <table border="1"><tr><td>Monday</td><td>12:45 – 14:15</td></tr><tr><td>Tuesday</td><td>09:15 – 10:45</td></tr><tr><td>Wednesday</td><td>09:15 – 10:15</td></tr><tr><td>Thursday</td><td>Closed</td></tr><tr><td>Friday</td><td>09:15 – 10:15</td></tr></table>	Monday	12:45 – 14:15	Tuesday	09:15 – 10:45	Wednesday	09:15 – 10:15	Thursday	Closed	Friday	09:15 – 10:15
Monday	12:45 – 14:15										
Tuesday	09:15 – 10:45										
Wednesday	09:15 – 10:15										
Thursday	Closed										
Friday	09:15 – 10:15										

<b>Bamburgh Mobile Post Office service</b> Driveway Entrance to Farm Bamburgh Hall Church Street Bamburgh NE69 7AB	 <b>New Opening times</b> <table border="1"><tr><td>Monday</td><td>Closed</td></tr><tr><td>Tuesday</td><td>13:30 – 14:30</td></tr><tr><td>Wednesday</td><td>13:45 – 14:45</td></tr><tr><td>Thursday</td><td>Closed</td></tr><tr><td>Friday</td><td>Closed</td></tr></table>	Monday	Closed	Tuesday	13:30 – 14:30	Wednesday	13:45 – 14:45	Thursday	Closed	Friday	Closed
Monday	Closed										
Tuesday	13:30 – 14:30										
Wednesday	13:45 – 14:45										
Thursday	Closed										
Friday	Closed										

<b>Crookham Mobile Post Office service</b> Layby on B6353 Crookham Village Cornhill on Tweed TD12 4SY	 <b>New Opening times</b> <table border="1"><tr><td>Monday</td><td>Closed</td></tr><tr><td>Tuesday</td><td>Closed</td></tr><tr><td>Wednesday</td><td>10:30 – 11:15</td></tr><tr><td>Thursday</td><td>Closed</td></tr><tr><td>Friday</td><td>Closed</td></tr></table>	Monday	Closed	Tuesday	Closed	Wednesday	10:30 – 11:15	Thursday	Closed	Friday	Closed
Monday	Closed										
Tuesday	Closed										
Wednesday	10:30 – 11:15										
Thursday	Closed										
Friday	Closed										

<b>Lowick Mobile Post Office service</b> White Swan Inn Car park 51 Main Street Lowick Berwick Upon Tweed TD15 2UD	 <b>New Opening times</b> <table border="1"><tr><td>Monday</td><td>09:00 – 10:30</td></tr><tr><td>Tuesday</td><td>11:00 – 12:30</td></tr><tr><td>Wednesday</td><td>11:30 – 12:45</td></tr><tr><td>Thursday</td><td>Closed</td></tr><tr><td>Friday</td><td>10:30 – 11:30</td></tr></table>	Monday	09:00 – 10:30	Tuesday	11:00 – 12:30	Wednesday	11:30 – 12:45	Thursday	Closed	Friday	10:30 – 11:30
Monday	09:00 – 10:30										
Tuesday	11:00 – 12:30										
Wednesday	11:30 – 12:45										
Thursday	Closed										
Friday	10:30 – 11:30										

**Details of the adjusted Mobile service at Doddington:**

<p><b>Doddington Mobile Post Office</b> Doddington Dairy Farm Car Park North Doddington Farm Wooler NE71 6AN</p> <p> <b>New Opening times</b></p> <table border="1" data-bbox="159 600 603 680"><tr><td>Monday</td><td>14:30 – 15:30</td></tr><tr><td>Thursday</td><td>Closed</td></tr></table>	Monday	14:30 – 15:30	Thursday	Closed	<p> <b><u>Services</u></b> The same range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> <b><u>Access and facilities</u></b> No change.</p> <p> <b><u>Parking</u></b> No change.</p>
Monday	14:30 – 15:30				
Thursday	Closed				

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk)