



Dear Sir/Madam

Durham Road Post Office®
60 Londonderry Road, Stockton-On-Tees, TS19 0DJ

Local Public Consultation Decision

I'm writing to confirm that we have proceeded with our proposal to move the above Post Office branch to A & A Johnson – Best One, 26 Bishopton Road, Stockton-On-Tees, TS19 0AW, where it is now known as Bishopton Road Post Office and operates as one of our new local style Post Office branches.

Following the resignation of our temporary agent at the previous location and in order to avoid a loss in service and limit any inconvenience to our customers, we have been working hard to open the new branch as soon as possible. The branch closed at its previous location on 18 November 2017 and I'm pleased to confirm the new branch opened in the new location on 20 November 2017.

We didn't receive any feedback from customers or local representatives about the proposed move during the local public consultation period, however I have carried out a final review of the original proposal. I am confident that the new branch is suitably located and will continue to meet the needs of the local community.

We recognise that the Post Office plays an important part in the lives of people, particularly to elderly and disabled customers, and we want to make our services as accessible as possible. There is currently a step at the entrance of the new branch, however the new operator is exploring the possibility of providing level access. If this is not possible, a portable ramp will be made available on request, along with clear signage and a bell which will be accessible from the pavement by wheelchair users to alert staff if customers require assistance.

Inside the shop, the new branch is 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 have been working 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 shop and access Post Office services.

The new local style Post Office operates from a Post Office screened counter position located alongside the shop counter. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. The new branch still caters for the vast majority of Post Office products and services. The change also means that local residents will benefit from longer opening hours, including lunchtimes, Saturday afternoon and Sunday, so customers can use our services at times that suit them better. 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.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 16932799

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



Suzanne Richardson
Regional Network Manager

How to contact us:



postofficeviews.co.uk



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 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.



**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.**

Bishopton Road Post Office information sheet															
Address	A & A Johnson – Best One 26 Bishopton Road Stockton-On-Tees TS19 0AW														
Opening hours	<table> <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>07:00 – 21:00</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	07:00 – 21:00
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Sunday	07:00 – 21:00														
Distance	450 metres away from the previous branch, along varied terrain.														
Products & Services	The majority of Post Office products and services are still available.														
Accessibility & accessibility works	<p style="text-align: center;">Access and facilities</p> <p>There is a step at the entrance, however a portable ramp is available upon request. A bell and signage has been installed to assist customers.</p> <p style="text-align: center;">Parking</p> <p>Roadside parking is available near the new premises.</p> <p style="text-align: center;">Buses</p> <p>There is a direct bus route between the previous branch and the new premises. The nearest bus stop is within 30 metres.</p>														
Retail	Convenience store														
Date of Relocation	Monday 20 November 2017														

Bishopton Road Post Office® services available

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

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	✓
Transcash (without barcode)	x

Licences

Rod fishing licences	✓
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Travel

Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
On demand travel insurance	x

Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓

Payment by cheque

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Products marked x are available at
Stockton On Tees Post Office, Wellington Square,
 Stockton-On-Tees, TS18 1RG

Opening times:
 Mon – Sat 09:00 – 17:30