



Dear Customer

East Rudham Mobile van service

Local Public Consultation Decision

We will proceed with restoring Post Office services to the communities of Bircham, East Rudham, Harpley, Hillington, Sedgeford, Thornham and West Newton with the introduction of a Mobile van service.

We received 16 individual responses from customers and local representatives during the consultation period. The feedback welcomed the proposed service as it will enable us to reinstate Post Office services in the local area. Concerns were raised about the proposed location for Harpley Mobile and suggested Rose & Crown pub car park opposite as it would provide more parking facilities. We also received comments that the proposed visiting times of the mobile service might be insufficient to meet the needs of customers in the area and recommended two stopping points in West Newton. The feedback has enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new services.

We fully understand customers concerns regarding the proposed location for Harpley Mobile service, when looking at service provision in the area, we are mindful of the needs of our customers, and can understand parking issues could be a problem. I have conducted a further review of the proposed location and have decided to move the location at Harpley to Rose & Crown pub car park as it would provide more parking.

We do understand that for some customers the new opening times may be less convenient than for others and naturally we regret this. However we do consider that the hours for the mobile service will allow us to restore a service to the communities for the longer term. At the moment in West Newton the mobile van is going to stop at West Newton Village Hall only. We will, however, continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

In addition to restoring these services, we have also identified a need for services at Langham and Field Dalling and will also be adding these two locations to the mobile van service. At Brancaster Staithe we will reinstate the service as a temporary Mobile service while we continue to seek a permanent solution.

Full details of these services are provided at the end of this letter.

The mobile service will start on 27 March 2019. Posters will now be displayed locally to let customers know about this decision.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

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

Matthew Hatfull

Matthew Hatfull
Area Network Change Manger

How to contact us:

postofficeviews.co.uk

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.

Details of the new Mobile services:

Bircham Mobile Service

Bircham Social Club
Church Lane
Bircham
Kings Lynn
PE31 6XS

New opening times

Monday	14:15 – 15:15
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Services

The wide range of services will be available.

Access and facilities

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.

Transport/parking

Parking available close to the Mobile Van.

East Rudham Mobile Service

The Green
East Rudham
Kings Lynn
PE31 8QZ

Opening times

Monday	08:00 – 10:00
Tuesday	08:00 – 10:00
Wednesday	15:15 – 18:00
Thursday	08:00 – 10:00

Services

The wide range of services will be available.

Access and facilities

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.

Transport/parking

Parking available close to the Mobile Van.

Harpley Mobile Service

Rose & Crown Pub Car Park
Nethergate Street
Harpley
Kings Lynn
PE31 6UB

Opening times

Monday	10:45 – 11:45
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Services

The wide range of services will be available.

Access and facilities

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.

Transport/parking

Parking available close to the Mobile Van.

Hillington Mobile Service

Ffolkes Arms Hotel
Lynn Road
Hillington
Kings Lynn
PE31 6BJ

Opening times

Monday	12:30 – 13:30
Tuesday	16:00 – 17:00

Services

The wide range of services will be available.

Access and facilities

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.

Transport/parking

Parking available close to the Mobile Van.

Sedgeford Mobile Service

Sedgeford Village Hall
Jarvie Close
Sedgeford
Hunstanton
PE36 5NG

Opening times

Tuesday	10:45 – 11:45
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Services

The wide range of services will be available.

Access and facilities

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.

Transport/parking

Parking available close to the Mobile Van.

Thornham Mobile Service

Thornham Village Hall
High Street
Thornham
Hunstanton
PE36 6LX

Opening times

Tuesday	14:15 – 15:15
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Services

The wide range of services will be available.

Access and facilities

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.

Transport/parking

Parking available close to the Mobile Van.

West Newton Mobile Service

West Newton Village Hall
West Newton
Kings Lynn
PE31 6AT

Opening times

Monday	16:00 – 17:00
Wednesday	13:30 – 14:30

Services

The wide range of services will be available.

Access and facilities

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.

Transport/parking

Parking available close to the Mobile Van.

Details of the temporary Mobile services:

Brancaster Staithe Mobile Service

Brancaster Staithe Village Hall
Main Road
Brancaster Staithe
PE31 8BY

Opening times

Tuesday	12:30 – 13:30
Wednesday	11:45 – 12:45

Services

The wide range of services will be available.

Access and facilities

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.

Transport/parking

Parking available close to the Mobile Van.

Details of the service at new locations:

Langham Mobile Service

Langham Parish Rooms
Langham
Holt
NR25 7AB

Opening times

Wednesday	08:00 – 09:00
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Services

The wide range of services will be available.

Access and facilities

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.

Transport/parking

Parking available close to the Mobile Van.

Field Dalling Mobile Service

Field Dalling And Saxlingham Village Hall
Holt Road
Field Dalling
Holt
NR25 7LG

Opening times

Wednesday	09:45 – 10:45
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Services

The wide range of services will be available.

Access and facilities

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.

Transport/parking

Parking available close to the Mobile Van.
