



Dear Customer

East Rudham Mobile van service

Local Public Consultation

We are proposing to restore 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.

Since the closure of the above services we have continued to work to identify a solution to restore services to the local communities. We are therefore planning to introduce a Mobile service, which is a tried and tested way of maintaining service to smaller communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises that has formed part of our operational network for some years now.

We are therefore pleased to inform you that a Postmaster has been appointed to run the mobile van service in the above localities. The establishment of Mobile services presents the best possible solution to restore Post Office services to these communities.

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 the proposed new services are provided at the end of this letter.

Consulting on the proposed changes

We're now starting a 6 week local public consultation and would like you to tell us what you think about the proposal. Before we finalise our plans, we would like to hear your views particularly on the following areas:

- How suitable do you think the new locations are and how easy is it to get there
- Do you have any comments on the proposed days and opening hours
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If we were to proceed with this proposal is there anything we could do to make it easier for customers

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposal through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for these services by entering branch name, postcode or the unique branch code as given below, this will then give you a further search function to find the service you wish to comment on.

East Rudham PE31 8QZ - 15448

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	28 February 2018
Local Public Consultation ends	13 April 2018
Proposed Month of Change	March/April 2018

In this instance we have extended public consultation by 2 working days to allow for the holiday period over Easter.

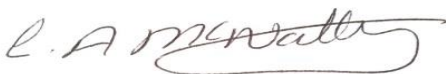
In order to restore Post Office services to our customers in these localities, the mobile van service may commence during consultation. However, this does not affect the period of public consultation which will be open between the dates stated above.

We're carrying out consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

At the end of the consultation we will inform our customers of the final plans by displaying posters locally.

Thank you for considering our proposal.

Yours faithfully



Lesley McNally
Network Operations Area 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.

Want to tell us what you think right here and now – scan here.

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



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered

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 proposed new Mobile services:

Bircham Mobile Service

Bircham Social Club
Church Lane
Bircham
Kings Lynn
PE31 6XS

Proposed opening times

Tuesday	12:00 – 13:00
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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.

East Rudham Mobile Service

The Green
East Rudham
Kings Lynn
PE31 8QZ

Proposed opening times

Monday	09:00 – 11:00
Tuesday	09:00 – 11:00
Thursday	09:00 – 11:00

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

Harpley Village Hall
Nethergate Street
Harpley
Kings Lynn
PE31 6UB

Proposed opening times

Monday	12:00 – 13:00
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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.

Hillington Mobile Service

Ffolkes Arms Hotel
Lynn Road
Hillington
Kings Lynn
PE31 6BJ

Proposed opening times

Monday	14:00 – 15:00
Tuesday	14:00 – 15:00

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

Proposed opening times

Thursday	12:00 – 13:00
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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.

Thornham Mobile Service

Thornham Village Hall
High Street
Thornham
Hunstanton
PE36 6LX

Proposed opening times

Wednesday	16:00 – 17:00
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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.

West Newton Mobile Service

West Newton Village Hall
West Newton
Kings Lynn
PE31 6AT

Proposed opening times

Monday	16:00 – 17:00
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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.

Details of the temporary Mobile services:

Brancaster Staithe Mobile Service

Brancaster Staithe Village Hall
Main Road
Brancaster Staithe
PE31 8BY

Opening times

Wednesday	14:00 – 15:00
Thursday	14:00 – 15:00

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.

Details of the service at new locations:

Langham Mobile Service

Langham Parish Rooms
Langham
Holt
NR25 7AB

Opening times

Wednesday	10:00 – 11:00
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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	12:00 – 13:00
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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.

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