



Dear Customer

Fellside Post Office®
1-2 Clavering Centre, Oakfield Road, Whickham, NE16 5BY

Local Public Consultation Decision

We will be proceeding with our proposal to move the above Post Office branch to Martin McColls, 94 Oakfield Road, Whickham, Newcastle Upon Tyne, NE16 5QU.

We received 70 individual responses from customers during the local public consultation period. The main feedback focused on the parking at the new location. Customers commented that the proposed location is further away and that the bus stops are too far. There were also comments that the proposed store are too small to accommodate a Post Office service. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

As previously explained, the Operator have advised us that they wish to close their retail operation at the above site and move the Post Office service into their other convenience store nearby. The Operator firmly believes that the move will help secure continued access to Post Office services locally, as well as supporting the viability of their business.

We are very aware of the importance a Post Office branch has in local communities. I also acknowledge that any such change may cause inconvenience to some, however, this arrangement has enabled us to maintain continued access to Post Office services, which otherwise would be in risk of being temporarily closed without other immediate solutions.

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. I can confirm that parking is available outside the premises and there are parking bays available in addition to unrestricted parking in the streets around the premises.

I acknowledge that bus stops are further away from the new premises. I also I appreciate that the proposed premises are 600 metres away from the current site and for some customers this may mean a slightly longer journey. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, there may be some customers for whom the proposed location is slightly closer than at present.

It's clear 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 before the new Post Office opens, the operator will carry out a refurbishment of their store to accommodate a new local style Post Office branch which will be built to our specification and fitted out to a high standard.

This branch has level access and a wide door at the entrance. We will be working closely with the operator to plan the interior layout, to ensure optimum use of the space within the store and that access into and inside is kept clear and free of obstacles. 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 without difficulty. Customers will also benefit from longer opening hours throughout the week.

We know our customers value excellent customer service at the Post Office and the operator is looking forward to welcoming Post Office customers at the new location. Please be assured all staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches, and staffing levels will be aligned to meet customer demand. There will be adequate space to hold mail securely until it is collected by Royal Mail.

I have carefully considered our original proposal, the feedback received during the local public consultation period as well as the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new location, I am confident that this move will allow customers good access to Post Office services whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Thursday 17 May 2018, with the new branch opening, at Martin McColls, at 13:00 on Friday 18 May 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

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




Thank you for considering our proposal.

Yours faithfully

Gail Burnett

Gail Burnett
Area Network Change Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

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. 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 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Fellside Post Office information sheet															
	New Post Office branch location														
Address	Martin McColls, 94 Oakfield Road Whickham Newcastle Upon Tyne NE16 5QU														
Post Office opening hours	<table border="1"> <tr> <td>Mon</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Tue</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Wed</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Thu</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Fri</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Sat</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Sun</td> <td>07:00 – 21:00</td> </tr> </table>	Mon	06:00 – 21:00	Tue	06:00 – 21:00	Wed	06:00 – 21:00	Thu	06:00 – 21:00	Fri	06:00 – 21:00	Sat	06:00 – 21:00	Sun	07:00 – 21:00
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Sat	06:00 – 21:00														
Sun	07:00 – 21:00														
Distance	600 metres away from the current branch, along varied terrain.														
Accessibility & Accessibility works	<p>Access and facilities The new premises will have a wide door and level access. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available outside the new premises.</p> <p>Buses There is a frequent bus service available between current Fellside branch and new premises. The nearest bus stop is approximately 130 metres away.</p>														
Retail	Convenience Store														
Date of change	Friday 18 May 2018 at 13:00														