



Dear Customer

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

Public Consultation – Branch Relocation

We are proposing to move this branch to Martin McColls, 94 Oakfield Road, Whickham, Newcastle Upon Tyne, NE16 5QU, where it will operate as one of our new local style branches.

As you will be aware, our Postmasters operate Post Office branches alongside their private retail business, and it is important that they make the very best use of their resources to ensure future sustainability of both their business and the Post Office service. In this case, 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.

Full details of the proposed new service are provided at the end of this letter.

Consulting on the proposed change

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

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If the move were to proceed is there anything we could do to make it easier for customers

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

You can share your views on the proposed change 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 this branch either by entering branch name, postcode or the unique branch code 164329

postofficeviews.co.uk

Dates for the local public consultation:

Local Public Consultation starts	15 February 2018
Local Public Consultation ends	29 March 2018
Proposed month of change	May/June 2018

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

We will inform our customers of the final decision by displaying a poster locally.





Thank you for considering our proposal

Yours faithfully



Kenny Lamont
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.

Fellside Post Office information sheet																														
	Current Post Office location	Proposed new Post Office branch location (subject to local public consultation)																												
Address	Fellside Post Office® 1-2 Clavering Centre Oakfield Road Whickham Newcastle Upon Tyne NE16 5BY	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 – 18:00</td></tr> <tr><td>Tue</td><td>06:00 – 18:00</td></tr> <tr><td>Wed</td><td>06:00 – 18:00</td></tr> <tr><td>Thu</td><td>06:00 – 18:00</td></tr> <tr><td>Fri</td><td>06:00 – 18:00</td></tr> <tr><td>Sat</td><td>06:00 – 18:00</td></tr> <tr><td>Sun</td><td>06:00 – 14:00</td></tr> </table>	Mon	06:00 – 18:00	Tue	06:00 – 18:00	Wed	06:00 – 18:00	Thu	06:00 – 18:00	Fri	06:00 – 18:00	Sat	06:00 – 18:00	Sun	06:00 – 14:00	<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
Mon	06:00 – 18:00																													
Tue	06:00 – 18:00																													
Wed	06:00 – 18:00																													
Thu	06:00 – 18:00																													
Fri	06:00 – 18:00																													
Sat	06:00 – 18:00																													
Sun	06:00 – 14:00																													
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																													
Distance	600 metres away from the current branch, along varied terrain.																													
Accessibility & Accessibility works	<p>Access and facilities Current branch has a wide door and level access. Internally, there is a hearing loop and space for a wheelchair.</p> <p>The current branch has an external Post Office branded cash machine but we don't yet know whether we'll be able to transfer this facility to the new site.</p> <p>Parking Off road parking is available outside the branch including one disabled space.</p>	<p>Access and facilities The proposed premises would have a wide door and level access. Internally, there would be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available outside the branch.</p> <p>Buses There is a frequent bus service available between Fellside branch and this Post Office service. The nearest bus stop is approximately 130 metres away.</p>																												
Retail	Convenience Store	Convenience Store																												
Local Public Consultation starts	15 February 2018																													
Local Public Consultation ends	29 March 2018																													
Proposed month of change	May/June 2018																													

Fellside Post Office® services available

Your operator or 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

	Current branch	New branch
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	✓	✓
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	✓	✓
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✓
Drop & Go	✓	✓
Withdrawals, deposits and payments		
Post Office Card Account	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Change giving	✓	✓
Bill payments		
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Driving		
Car tax	✓	✓
Licences		
Rod fishing licences	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	✓	✗
Travel insurance referral	✗	✓
On demand travel insurance	✓	✗
Mobile Top-ups & E vouchers		
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal		
National Lottery Terminal	✓	✓
Payment by cheque		
Payment by cheque	✓	✓
Products marked ✗ are available at Whickham Post Office, Ubut 1 St Marys Green, Whickham, Newcastle Upon Tyne, BE16 4DN	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 17:00	

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 www.postofficeviews.co.uk

