



Dear Customer

Great Massingham Mobile Service

We are really pleased to let you know that we will be restoring Post Office services to the community of Weasenham St Peter with the introduction of a permanent Mobile Service which is scheduled to start on Friday 24 January 2020.

Since the closure of the above service we have continued to work to identify a solution to restore services to the local community. We are therefore introducing 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 the Postmaster from Great Massingham Post Office is willing to offer services to the above location. The establishment of a Mobile service presents the best possible solution to restore Post Office services to the local community of Weasenham St Peter.

We have also made some changes to the hours to the current Mobile services at Harpley, Hillington, Brancaster Staithe, Thornham, West Newton, Bircham, Field Dalling, Langham, Sedgeford, East Rudham, Snettisham and Ingoldisthorpe. These changes will start week commencing 20 January 2020.

We constantly monitor the number of customers using Post Office services and we are confident that our proposed changes will be welcomed by our customers in the local communities.

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. We are therefore pleased to let you know that we are also planning to introduce a new Mobile service in Helhoughton, which is scheduled to start on Friday 24 January 2020.

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

We will display posters locally to tell customers the good news. If you are a local representative, it would be helpful if you could share this information with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of these posters please let us know.

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. However we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location is and how easy is to get there?
- Do you have any comments on the days and opening hours?

We will be accepting comments until 14 January 2020. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

An information sheet is enclosed that provides more details about your new branch. For further information or to share your views, please visit our Consultation Hub via the link below, then use the search function to find the engagement for this branch either by branch name, postcode or the unique branch code 077131

postofficeviews.co.uk

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

We're carrying out this engagement in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Thank you for considering our proposal.

Yours faithfully

Matthew Hatfull

Matthew Hatfull
Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03457 22 33 44

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.



Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement 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 call 03452 22 33 44 or Textphone 03457 22 33 55.**

Details of the new Permanent Mobile service at Weasenham St Peter

Weasenham St Peter Mobile Service

Lamberts Close
Weasenham St Peter
Kings Lynn
PE32 2TE

Services

A wide range of services will continue to 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.

New opening times

Friday	08:00 – 08:50
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Transport/parking

Parking is available close to where the Mobile Van will be parked.

Details of the new Mobile service at Helhoughton

Helhoughton Mobile Service

Outside Village Hall
The Street
Helhoughton
Fakenham
NR21 7BP

Services

A wide range of services will continue to 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.

New opening times

Friday	09:00 – 09:45
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Transport/parking

Parking is available close to where the Mobile Van will be parked.

Details of changes to existing Harpley Mobile service:

Harpley Mobile Post Office, Rose and Crown Car Park,
Nethergate Street, Harpley, Kings Lynn, PE31 6UB

Current opening times

Monday	10:45 – 11:45
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New opening times

Monday	08:00 – 08:30
Tuesday	08:00 – 08:30
Thursday	08:00 – 08:30

Details of changes to existing Hillington Mobile service:

Hillington Mobile Post Office, Ffolkes Arms Hotel,
Lynn Road, Hillington, Kings Lynn, PE31 6BJ

Current opening times

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

New opening times

Monday	08:40 – 09:10
Tuesday	08:40 – 09:10
Thursday	08:40 – 09:10

Details of changes to existing Brancaster Staithe Mobile service:

Brancaster Staithe Mobile Post Office, Brancaster Staithe Village Hall,
Main Road, Brancaster Staithe, Kings Lynn, PE31 8BY

Current opening times

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

New opening times

Monday	16:00 – 16:30
Tuesday	16:00 – 16:30
Wednesday	11:20 – 12:00
Thursday	16:00 – 16:30

Details of changes to existing Thornham Mobile service:

Thornham Mobile Post Office, Thornham Village Hall,
High Street, Thornham, Hunstanton, PE36 6LX

Current opening times

Tuesday	14:15 – 15:15
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New opening times

Monday	15:15 – 15:45
Tuesday	15:15 – 15:45
Wednesday	12:30 – 13:15
Thursday	15:15 – 15:45

Details of changes to existing West Newton Mobile service:

West Newton Mobile Post Office, Layby Opposite Village Shop,
West Newton, Kings Lynn, PE31 6AT

Current opening times

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

New opening times

Wednesday	08:00 – 08:30
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Details of changes to existing Bircham Mobile service:

Bircham Mobile Post Office, Bircham Social Club,
Church Lane, Bircham, Kings Lynn, PE31 6XS

Current opening times

Monday	14:15 – 15:15
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New opening times

Monday	10:45 – 11:30
Tuesday	10:45 – 11:30
Thursday	10:45 – 11:30
Friday	11:30 – 12:15

Details of changes to existing Field Dalling Mobile service:

Field Dalling Mobile Post Office, Field Dalling Village Hall,
Holt Road, Field Dalling, Holt, NR25 7AS

Current opening times

Wednesday	09:45 – 10:45
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New opening times

Wednesday	10:20 – 10:50
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Details of changes to existing Langham Mobile service:

Langham Mobile Post Office, Langham Parish Rooms,
Binham Road, Langham, Holt, NR25 7AB

Current opening times

Wednesday	08:00 – 09:00
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New opening times

Wednesday	09:10 – 10:00
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Details of changes to existing Sedgeford Mobile service:

Sedgeford Mobile Post Office, Sedgeford Village Hall,
Jarvie Close, Sedgeford, Hunstanton, PE36 5NG

Current opening times

Tuesday	10:45 – 11:45
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New opening times

Monday	14:15 – 14:45
Tuesday	14:15 – 14:45
Thursday	14:15 – 14:45

Details of changes to existing East Rudham Mobile service:

East Rudham Mobile Post Office, Car Park, The Green,
East Rudham, Kings Lynn, PE31 8QZ

Current opening times

Monday	08:00 – 10:00
Tuesday	08:00 – 10:00
Thursday	08:00 – 10:00

New opening times

Monday	09:20 – 10:20
Tuesday	09:20 – 10:20
Wednesday	13:40 – 14:40
Thursday	09:20 – 10:20
Friday	10:20 – 11:20

Details of changes to existing Snettisham Mobile service:

Snettisham Mobile Post Office, Snettisham Memorial Village Hall,
13 Old Church Road, Snettisham, Kings Lynn, PE31 7LX

Current opening times

Thursday	10:45 – 12:45
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New opening times

Monday	12:50 – 13:50
Tuesday	12:50 – 13:50
Thursday	12:50 – 13:50
Friday	13:50 – 14:50

Details of changes to existing Ingoldisthorpe Mobile service:

Ingoldisthorpe Mobile Post Office, Ingoldisthorpe Village Hall,
Hill Road, Ingoldisthorpe, Kings Lynn, PE31 6NZ

Current opening times

Thursday	13:15 – 14:15
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New opening times

Monday	11:45 – 12:45
Tuesday	11:45 – 12:45
Thursday	11:45 – 12:45
Friday	13:00 – 13:45

Principles of Communities Engagement on changes to the Post Office network

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a communities

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key communities outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key communities outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local communities issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Communities Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Communities Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Communities Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Communities Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

⁴ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases the consultation will seek feedback on alternative Post Office service provision in the area.

⁵ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.