



Dear Customer

Local public consultation – Decision

**Healaugh Park Post Office
1 Healaugh Park, Yarm, TS15 9XN**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Family Shopper, 98 Mount Leven Road, Yarm, TS15 9RJ, where it will be known as Mount Leven Post Office and operated by a new operator.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The branch closed on Saturday 27 September 2025, with the new branch opening, at Family Shopper, at 13:00 on Wednesday 8 October 2025. If there are any unforeseen circumstances 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

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

Kenny Lamont

**Kenny Lamont
Regional Change Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

**To get this information in a different format, for example, in larger print,
audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.**

Appendix A

Response to Local Public Consultation

Consultation started Friday 08 August 2025

Consultation ended Friday 19 September 2025

Consultation responses

- 127 responses from customers and local representatives

Key issues raised

- Distance
- Internal space
- Parking
- Staff training

Response to issues raised

Distance

Some customers raised concerns that they will have further to travel to access Post Office services. I acknowledge that for some customers the move may mean a slightly longer journey than currently and are more inconvenienced than others and we can only apologise for this.

The new branch will be located approximately 0.9 miles from the previous branch, along varied terrain. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the previous branch. For customers using their own transport there is roadside parking available. For those using public transport to get to the new branch, there is a limited buses service available in the surrounding area, the nearest bus stop is approximately 65 metres from the new location.

Internal Space

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and has confirmed roadside parking is available nearby.

Staff Training

The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

Appendix B

Mount Leven Post Office Information Summary

There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

New Location															
Family Shopper, 98 Mount Leven Road, Yarm, TS15 9RJ															
New opening times <table><tr><td>Monday</td><td>09:00 – 19:00</td></tr><tr><td>Tuesday</td><td>09:00 – 19:00</td></tr><tr><td>Wednesday</td><td>09:00 – 19:00</td></tr><tr><td>Thursday</td><td>09:00 – 19:00</td></tr><tr><td>Friday</td><td>09:00 – 19:00</td></tr><tr><td>Saturday</td><td>09:00 – 19:00</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		Monday	09:00 – 19:00	Tuesday	09:00 – 19:00	Wednesday	09:00 – 19:00	Thursday	09:00 – 19:00	Friday	09:00 – 19:00	Saturday	09:00 – 19:00	Sunday	Closed
Monday	09:00 – 19:00														
Tuesday	09:00 – 19:00														
Wednesday	09:00 – 19:00														
Thursday	09:00 – 19:00														
Friday	09:00 – 19:00														
Saturday	09:00 – 19:00														
Sunday	Closed														
Services available															
A similar range of products and services will still be available, however excluding Euros Travel Money.															
Serving positions															
There will be a Post Office serving point at the retail counter.															
Access															
Currently, there is a step at the entrance to the new premises, however works would be carried out at the premises to make the access level with a wide door at the entrance to provide improved access for customers. Internally, there will be a hearing loop and space for a wheelchair.															
Getting there															
The new premises will be located approximately 0.9 miles away from the current branch, along varied terrain. Roadside parking is available nearby. There is a limited buses service available in the surrounding area. The nearest bus stop is on Mount Leven Road approximately 65 metres away from the new premises.															
Store retail available	Convenience store.														

Services available	New Branch
<u>Everyday Personal & Business Banking</u>	
<u>Cash Withdrawals</u>	✓
<u>Cash Deposits</u>	✓
<u>Cheque Deposits</u>	✓
<u>Mails</u>	
<u>Drop & Go</u>	✓
<u>Pay Bills & Top Up</u>	
<u>Pay Bills and Top up</u>	✓

Services not available at the new branch are
available at

[Orchard](#) Post Office:
Orchard Parade, Durham Lane, Eaglescliffe,
Stockton-on-Tees, TS16 0EH

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

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

- Permanent closure of a Post Office branch⁵
- 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-week⁶ 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 community 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 community 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 Community Engagement and will provide you with the contact details for the relevant consumer advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

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FREEPOST Your Comments

⁵ 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.

⁶ 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.