

Dear Customer



Local public consultation – Decision

**Hellesdon Post Office
East of England Co-op, 90-92 Middletons Lane, Norwich, NR6 5NR**

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 East of England Co-op at Broadland Snooker Centre, Reepham Road, Hellesdon, Norwich, NR6 5NX.

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.

We're currently making the final arrangements for the move and further information will be provided in branch once the dates have been agreed.

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

Allison Wallace

**Allison Wallace
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 B

Hellesdon Post Office Information Summary

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

New Location																	
East of England Co-op, Broadland Snooker Centre, Reepham Road, Hellesdon, Norwich, NR6 5NX																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>07:00 – 22:00</td></tr><tr><td>Tuesday</td><td>07:00 – 22:00</td></tr><tr><td>Wednesday</td><td>07:00 – 22:00</td></tr><tr><td>Thursday</td><td>07:00 – 22:00</td></tr><tr><td>Friday</td><td>07:00 – 22:00</td></tr><tr><td>Saturday</td><td>07:00 – 22:00</td></tr><tr><td>Sunday</td><td>07:00 – 22:00</td></tr></table>		New opening times		Monday	07:00 – 22:00	Tuesday	07:00 – 22:00	Wednesday	07:00 – 22:00	Thursday	07:00 – 22:00	Friday	07:00 – 22:00	Saturday	07:00 – 22:00	Sunday	07:00 – 22:00
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Products and Services																	
The same products and services will still be available.																	
Serving positions																	
There will be two screened serving positions in total.																	
Access																	
Currently, there is a step at the entrance to the new premises, however works will be carried out at the new premises to make the access level with a wide automatic door at the entrance to provide improved access for customers. Internally, there will be a hearing loop, a low level serving counter and space for a wheelchair.																	
Getting there																	
The new branch will be located approximately 60 metres away from the current branch. Parking is available nearby with dedicated disabled parking available.																	
Store retail available	Convenience store																

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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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.