



Dear Customer

**Heugh Post Office®**  
**21 Northgate, Hartlepool, TS24 0JT**

**Local Public Consultation Decision**

We are writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to McColls Retail Group, 58-60 Northgate, Hartlepool, TS24 0LP, where it will operate as one of our new local style Post Office branches.

We received 8 individual responses from customers during the local public consultation period. The main feedback commented about the extra distance some customers would have to travel to access Post Office services, the availability of space inside the proposed shop and how this could impact on customer manoeuvrability. This feedback enabled me to improve my understanding of customers' concerns and was taken into account before finalising our plans.

I am 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, it may be helpful if I explain that this branch is currently operated on our behalf by a temporary agent. This arrangement has enabled us to maintain continued access to Post Office services, but what we want for our customers in this part of Hartlepool, is a long-term sustainable and secure service to the local community for the future. We are confident that the move will provide this.

I acknowledge that the proposed premises are 500 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 new location is slightly closer than at present.

For those using public transport, there is a bus service running along Northgate with a bus stop directly opposite the new site. For customers travelling by car, there is roadside parking and for those choosing to walk, the footpaths along the route to the new premises have dropped kerbs and are well lit. I am therefore satisfied that the move will not significantly impede customer access to Post Office services.

However, it's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access at the new branch is level with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office 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 removed or re-aligned to make sure there is clear access into the premises and adequate room for customers to queue and for a wheelchair to move around the shop without difficulty.

The local style format is a different way of offering Post Office services, but it does not compromise the professional service standards that customers rightly expect in all of our branches. Staff will be fully trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The Post Office transactions through the local style branch are designed to be quick and efficient to operate and enable fast, effective customer service whilst helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be available can be accessed at West view and Hartlepool Post Office branches.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from longer opening hours, giving customers more flexibility to use our services, seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new premises, I am satisfied that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide for 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 19 April 2018, with the new branch opening at McColls Retail Group, 58-60 Northgate, at 13:00 on Monday 23 April 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

West View Post Office, 21 Brus Corner, Hartlepool, TS24 9LA

Hartlepool Post Office, 186A Middleton Grange Shopping Centre, Hartlepool, TS24 7RR

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully



**Kenny Lamont**  
**Regional Network Manager**

**How to contact us:**



[postofficeviews.co.uk](http://postofficeviews.co.uk)



[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)



**FREEPOST Your Comments**

**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.**

| <b>Heugh Post Office information sheet</b>     |   |        |               |         |               |           |               |          |               |        |               |          |               |        |               |
|--|---|--------|---------------|---------|---------------|-----------|---------------|----------|---------------|--------|---------------|----------|---------------|--------|---------------|
| <b>Address</b>                                 | McColls Retail Group<br>58-60 Northgate<br>Hartlepool<br>TS24 0LP   |        |               |         |               |           |               |          |               |        |               |          |               |        |               |
| <b>Opening hours</b>                           | <table border="1"> <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>                       | 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 |
| 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   |        |               |         |               |           |               |          |               |        |               |          |               |        |               |
| <b>Distance</b>                                | 500 metres away from the current branch, along level terrain.   |        |               |         |               |           |               |          |               |        |               |          |               |        |               |
| <b>Products &amp; Services</b>                 | The majority of Post Office products and services will still be available.  |        |               |         |               |           |               |          |               |        |               |          |               |        |               |
| <b>Accessibility &amp; accessibility works</b> | <p><b>Access and facilities</b><br/>Access will be level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b><br/>There is roadside parking directly outside the premises.</p> <p><b>Buses</b><br/>There is a frequent bus service from the current branch to the new premises. The nearest bus stop is directly opposite the new premises.</p> |        |               |         |               |           |               |          |               |        |               |          |               |        |               |
| <b>Retail</b>                                  | Convenience store   |        |               |         |               |           |               |          |               |        |               |          |               |        |               |
| <b>Date of Relocation</b>                      | 13:00 on Monday 23 April 2018   |        |               |         |               |           |               |          |               |        |               |          |               |        |               |

**Heugh 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](http://www.postoffice.co.uk)**

|   | <b>New branch</b>                         |
|---|---|
| <b>Mail</b>   |   |
| First & Second Class mail   | ✓   |
| Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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   | ✓   |
| <b>Withdrawals, deposits and payments</b>   |   |
| 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   | ✓   |
| <b>Bill payments</b>  |   |
| Bill payments (card, barcoded or manual)  | ✓   |
| Key recharging  | ✓   |
| <b>Driving</b>  |   |
| Car tax   | ✓   |
| <b>Licences</b>   |   |
| Rod fishing licences  | ✓   |
| <b>Travel</b>   |   |
| Pre-order travel money  | ✓   |
| On demand travel money  | Euro/Dollars                              |
| Travel insurance referral   | ✓   |
| On demand travel insurance  | x   |
| Passport Check & Send   | x   |
| <b>Mobile Top-ups &amp; E vouchers</b>  |   |
| Mobile Top-ups & E vouchers   | ✓   |
| National Lottery Terminal   | ✓   |
| <b>Payment by cheque</b>  |   |
| Products marked x are available at <b>West View</b> Post Office, 21 Brus Corner, Hartlepool, TS24 9LA ( Except Passport Check & Send service) | Opening times:<br>Mon – Sat 09:00 – 17:30 |
| Passport Check & send available at <b>Hartlepool</b> Post Office, 186A Middleton Grange Shopping Centre, Hartlepool, TS24 7RR                 |   |