



Dear Customer

**Hockwold Post Office®**  
**15 Malts Lane, Hockwold, Thetford, IP26 4LA**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Hockwold Village Stores, 88 Main Street, Hockwold, Thetford, IP26 4LW, where it will operate as one of our new local style Post Office branches.

We received three individual responses from customers during the consultation period. The main feedback centred on parking in the area. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is roadside parking available in the area surrounding the new location. I am therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I'm pleased to confirm that the new operator will carry out improvement works to provide level access 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 existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and the queuing area will also be kept clear ensuring sufficient space is available for customers and for a wheelchair to move around and access our services without difficulty.

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 Post Office transactions are designed to be quick and efficient to enable fast and effective customer service and 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 offered can be accessed at Brandon Post Office, which provides the full range of Post Office products and services and can be reached by a direct bus service.

The change also means that local residents will benefit from significantly longer opening hours, including lunch times, Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access 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 location, I am confident that following the move, customers will continue to have good access to Post Office services and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 115112

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



**Suzanne Richardson**  
**Regional Network Manager**

#### **How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 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.**

This document is also available to view online, to see it – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.**

<b>Hockwold Post Office information sheet</b>															
<b>Address</b>	Hockwold Village Stores 88 Main Street Hockwold Thetford IP26 4LW														
<b>Opening hours</b>	<table border="1"> <tr> <td>Monday</td> <td>06:00 – 20:00</td> </tr> <tr> <td>Tuesday</td> <td>06:00 – 20:00</td> </tr> <tr> <td>Wednesday</td> <td>06:00 – 20:00</td> </tr> <tr> <td>Thursday</td> <td>06:00 – 20:00</td> </tr> <tr> <td>Friday</td> <td>06:00 – 20:00</td> </tr> <tr> <td>Saturday</td> <td>06:00 – 20:00</td> </tr> <tr> <td>Sunday</td> <td>07:00 – 20:00</td> </tr> </table>	Monday	06:00 – 20:00	Tuesday	06:00 – 20:00	Wednesday	06:00 – 20:00	Thursday	06:00 – 20:00	Friday	06:00 – 20:00	Saturday	06:00 – 20:00	Sunday	07:00 – 20:00
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<b>Distance</b>	750 metres away from the current branch, along varied 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> Improvement works will be carried out to provide level access with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Roadside parking is available nearby.</p> <p><b>Buses</b> There is a frequent bus service available between Hockwold branch and the proposed premises. The nearest bus stop is approximately 100 meters away.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	To be confirmed in branch														

## Hockwold Post Office® services available

**Your Postmaster or our Customer Helpline on 03457 223344 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)**

	New branch
<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	Express 24 & 48
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	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	✗
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
On demand travel insurance	✗
<b>Mobile Top-ups &amp; E vouchers</b>	
	✓
<b>Payment by cheque</b>	
	✗
Products marked ✗ are available at <b>Brandon</b> Post Office, 33-35 High Street, Brandon, IP27 0AQ	Opening times: Mon – Sat      09:00 – 17:30