



Dear Customer

## **Local public consultation - Have your say**

**Hylton Castle Post Office**  
**McColl's Retail Group, 35 Chiswick Square, Sunderland, SR5 3PZ**

We are moving the above Post Office branch to a new location – Costcutter, 38 Chiswick Square, Sunderland, SR5 3PZ.

### **Why are we moving?**

As you may be aware, regrettably our retail partner, Morrisons, has recently taken the difficult decision to close several of their McColl's branded stores in January 2023, including Hylton Castle which also provides a Post Office service. Subsequently due to the withdrawal of the premises for Post Office use, the above branch is scheduled to close on Wednesday 11 January 2023 at 17:30. We have therefore had to identify an alternative location to continue to offer Post Office services to the community.

We are therefore, pleased to inform you that a new agent has been appointed to operate the above Post Office from the Costcutter store within the same shopping precinct, where it will continue to operate as one of our local style branches.

To restore Post Office services as quickly as possible to the local community, your new Post Office service is planned to open at the new premises on Tuesday 17 January 2023 at 13:00. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch and the new premises to let customers know.

### **We'd like your help**

Whilst the decision has already been made to move Hylton Castle Post Office, we would still like your views on access into and within the new location. Therefore, we're now commencing a local public consultation and would like to hear your views regarding access at the new location.

### **What exactly are we consulting on?**

We'd welcome your comments, particularly around the following questions:

- **Are the new premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the Post Office move?**
- **Is there anything we could do to make it easier for customers?**

Please note the change of management of the branch is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	<b>Friday 9 December 2022</b>
Local Public Consultation ends	<b>Friday 20 January 2023</b>

You can share your views on the change through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **174343**

**How to share your views:****Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**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.



The Hylton Castle Post Office is scheduled to close on Wednesday 11 January 2023 at 17:30 and your new look Post Office is scheduled to open at the new premises on Tuesday 17 January 2023 at 13:00, however this does not affect the period of public consultation which is ongoing until Friday 20 January 2023. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed to let customers know.

During the transfer of the branch, customers requiring Post Office facilities may use any convenient Post Office service. Details of three alternative Post Office branches are provided below for your convenience:

- Castletown Post Office, 35 Ethel Terrace, Castletown, Sunderland, SR5 3BQ
- Rawmarsh Road Post Office, 20 Rawmarsh Road, Sunderland, SR5 5HF

**Good to know**

- Customers will access Post Office services at a low-screened, open-plan, modern serving point that's part of the retail counter.
- Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed.
- The Post Office will offer products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches is high, and many customers visit outside traditional opening hours.
- All staff employed to work in the new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service related matters.
- Posters will now be displayed in branch or at the Costcutter to let customers know about the changes and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and 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 Hylton Castle Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our changes.

Yours faithfully

*Kenny Lamont*

Kenny Lamont  
Network Provision Manager  
Post Office Limited

### Hylton Castle Post Office Information Summary

Current Location	New Location
McColl's Retail Group 35 Chiswick Square Sunderland SR5 3PZ	Costcutter 38 Chiswick Square Sunderland SR5 3PZ

#### Current opening hours

Mon, Wed, Fri	09:00 - 17:30
Sat	09:00 - 12:30
Tues, Fri, Sun	Closed

#### New opening hours

Mon - Fri	06:00 - 18:00
Sat	09:00 - 12:30
Sun	Closed

**During the Coronavirus pandemic the branch 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](http://www.postoffice.co.uk/branch-finder)**

#### Products & Services

A similar range of products and services will still be available with the addition of Euro & Dollar Travel Money, however excluding On Demand Travel Insurance and National Lottery.

#### Serving positions

There will be one serving position in total; a Post Office serving point at the retail counter.

#### Access

The new premises will have a wide door and level access at the entrance.  
Internally, there will be a hearing loop and space for a wheelchair.

#### Getting there

The new branch will be located approximately 10 metres away from the current branch, along level terrain.  
There is a free customer car park available nearby.

#### Retail

Convenience store.

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**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.**

## Hylton Castle Post Office services available

**For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.**

	Current branch	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	✓	✓
British Forces Mail (BFPO)	✓	✓
International letters & postcards (inc. Tracked & Signed)	✓	✓
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	✓	✓
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
<b>Driving</b>		
Vehicle tax	✓	✓
<b>Licences</b>		
Rod fishing licences	✓	✓
<b>Travel</b>		
Pre-order travel money	✓	✓
On demand travel money	✗	Euros/Dollars
Travel insurance referral	✗	✓
On demand travel insurance	✓	✗
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal	✓	✗
<b>Payment by cheque</b>		
Products marked ✗ are available at <b>Castletown Post Office</b> , 35 Ethel Terrace, Castletown, Sunderland, SR5 3BQ	Opening times: Mon – Thurs    08:30 – 17:30 Fri                09:00 – 17:30 Sat                09:00 – 12:30 Sun                Closed	

## **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](https://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 branch<sup>1</sup>
- 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-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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, 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 Community 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 Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

**Postofficeviews.co.uk**  
**03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments Call:**

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>4</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 3 and 4 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.