



Dear Customer,

Service Re-opening

Kennedy Way Post Office

Previously located at: Bishopsgate Specialist Logistics, 5 Kennedy Way, Immingham, DN40 2AB

We are delighted to let you know that we will be restoring Post Office services to the local community on Thursday 18 April 2024 at 13:00. The branch closed in February 2024 due to the premises experiencing sudden structural damage. We are pleased to be able to reinstate the service as a temporary Hosted Outreach whilst we continue to seek a permanent solution. Please accept my apologies for the late notification on this occasion.

The new temporary service will be operated from Immingham Civic Centre, Pelham Road, Immingham, DN40 1QF by the same postmaster and will offer a wide range of Post Office products and services. Full details of the new service are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and for the kind gesture of Immingham Civic Centre for allowing the Post Office services to be available and I hope that you and our customers will continue to use this service.

If you are a local representative, please feel free to 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 the Post Office in the local community. If you would like a supply of posters, please let us know.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

Thank you for your support in restoring a Post Office service.

Yours faithfully

Tajinder Khehra

Tajinder Khehra
Network Provision Lead

How to contact us:

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.

New Service Details:

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

Kennedy Way Hosted Outreach Service

Immingham Civic Centre
Pelham Road
Immingham
DN40 1QF

Opening times

Monday - Friday	09:00 – 16:30
Saturday & Sunday	Closed

Services

Similar services will continue to be available, however excluding a comprehensive range of Travel Money and On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Parking

Customers can use the same parking facilities at the previous location.

Getting there

This Post Office service is located approximately 150 metres from Kennedy Way branch, along varied terrain.

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure¹/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

These Principles have been agreed with Citizens Advice, Consumer 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, Consumer 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

Comments@postoffice.co.uk

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¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.