



Dear Customer,

### **Branch Temporary Closure**

#### **Kirkley Post Office One Stop, 104-106 Carlton Road, Lowestoft, NR33 0RT**

Our retail partner One Stop, who operates Kirkley Post Office branch on our behalf, has advised that due to the challenges of the current economic climate, they have made the difficult decision to resign, and regrettably Kirkley Post Office will be closing in March 2024. We will advise the exact date once this has been confirmed.

To help mitigate the loss of some vital Post Office services, we are pleased to advise that One Stop has agreed to operate a Post Office Drop & Collect, which is a lighter branch format, from the same location, 104-106 Carlton Road, Lowestoft, NR33 0RT. Drop & Collect will offer services from a handheld device, allowing customers to maintain access to bill payments and prepaid parcel services from the current branch location.

In addition to the introduction of a Drop & Collect at this location, we will also advertise for a suitable, full service replacement branch for Kirkley Post Office to serve the local community. Details of alternative Post Office branches offering a wider range of services in the area are shown at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder).

We understand that the provision of a full service Post Office branch is important for the local community and we are committed to seeking to restore a Local Post Office branch to mitigate the impact of the closure of this branch. However, it is important that any future service is sustainable for the Postmaster operating the service, and for Post Office Limited. We would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy will shortly be advertised on our website [www.runapostoffice.co.uk](http://www.runapostoffice.co.uk) and applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch to inform customers.

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

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

We apologise for the inconvenience the closure may cause.

Yours faithfully

*Daniel Rooney*

**Daniel Rooney**  
**Partner Account Manager**

How to contact us:  
[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](http://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.**

## Alternative branches

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](http://www.postoffice.co.uk/branch-finder)

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### Waveney Crescent Post Office

6 Waveney Crescent, Lowestoft,  
NR33 0TX

### Services

Similar services will continue to be available, however excluding National Lottery.

### Opening times

Monday – Friday	06:00 – 21:00
Saturday - Sunday	07:00 – 21:00

### Access

This branch has a wide door and a ramp at the entrance.

### Getting there

This Post Office service is located approximately 0.5 miles away from Kirkley branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

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### Pakefield Post Office

2 Pakefield Street, Pakefield,  
NR33 0JT

### Services

Similar services will continue to be available, with the addition of Euro & Dollar Travel Money.

### Opening times

Monday – Friday	09:00 – 18:00
Saturday	09:00 – 14:00
Sunday	Closed

### Access

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

### Getting there

This Post Office service is located approximately 0.9 miles away from Kirkley branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

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### Westwood Avenue Post Office

61 Westwood Avenue,  
NR33 9RW

### Services

Similar services will continue to be available, however excluding National Lottery.

### Opening times

Monday – Friday	09:00 – 15:00
Saturday	09:00 – 12:30
Sunday	Closed

### Access

This branch has a wide door and level access at the entrance via a ramp with a handrail.

### Getting there

This Post Office service is located approximately 1.0 miles away from Kirkley branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

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## **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](http://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
- Temporary closure<sup>1</sup> / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

**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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

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.