



Dear Customer

**Low Fell Mobile service
11 Belle Vue Bank, Gateshead, NE9 6BQ**

Proposed move to new premises & branch modernisation

We are proposing, to move the above service to a new location – Pets N Bitz, 8B Beaconsfield Road, Gateshead, NE9 5EU. We are also pleased to tell you that, if the move goes ahead, it will change to one of our new local style branches.

As you may recall the branch moved into a temporary service in November 2017. We are pleased to inform you that a permanent solution has now been found.

What will this mean for customers?

- Post Office services will be offered from a till on the retail counter in a modern open plan branch
- Longer opening hours
- The majority of Post Office products and services will still be available

Consulting on the proposed new location

We're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Before we finalise our plans, we would really like to hear your views on the proposed location, particularly on the following areas:

- How easy it is to get to the new location?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- If the move were to proceed is there anything we could do to make it easier for customers?

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are 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". Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 715329

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	11 April 2018
Local Public Consultation ends	23 May 2018

In order to maintain a Post Office service to our customers in Low Fell, the mobile service will end on Friday 04 May 2018 at 15:30. The new branch will open on Wednesday 09 May 2018. However, this does not affect the period of public consultation which is ongoing until 23 May 2018. I will write to you again when consultation finishes and we have considered all feedback to let you know our final plans.

Posters and leaflets will now be displayed in branch to let customers know about the changes and to ask their views. I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.





Thank you for considering our proposal. At the end of the consultation we'll let you know our final plans by displaying a poster in the branch.

Yours faithfully



Kenny Lamont
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

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.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered

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.

Low Fell Post Office® services available

Your postmaster 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

	Current branch	New branch
Mail		
First & Second Class mail	✓	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	✓	✓
Withdrawals, deposits and payments		
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		
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Driving		
Car tax	✓	✓
Licences		
Rod fishing licences	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	Euros/Dollars	Euros/Dollars
Travel insurance referral	x	✓
On demand travel insurance	✓	x
Mobile Top-ups & E vouchers		
	✓	✓
Payment by cheque		
	✓	✓
Products marked x are available at Saltwell Road Post Office, 66 Saltwell Road, Gateshead, NE8 4XE	Opening times: Mon – Sat Sun	09:00 – 17:30 Closed

Low Fell Mobile service information sheet																		
	Current service location	Proposed new Post Office branch location (subject to local public consultation)																
Address	11 Belle Vue Bank Gateshead NE9 6BQ	Pets N Bitz 8B Beaconsfield Road Gateshead NE9 5EU																
Post Office opening hours	<table border="1"> <tr> <td>Fri</td> <td>12:30 – 15:30</td> </tr> </table>	Fri	12:30 – 15:30	<table border="1"> <tr> <td>Mon</td> <td>09:00 – 18:00</td> </tr> <tr> <td>Tue</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Wed</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Thu</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Fri</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Sat</td> <td>09:00 – 16:30</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon	09:00 – 18:00	Tue	09:00 – 17:00	Wed	09:00 – 17:00	Thu	09:00 – 17:00	Fri	09:00 – 17:00	Sat	09:00 – 16:30	Sun	Closed
Fri	12:30 – 15:30																	
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Fri	09:00 – 17:00																	
Sat	09:00 – 16:30																	
Sun	Closed																	
Distance	150 metres away from the current service, along varied terrain.																	
Accessibility & Accessibility works	<p>Access and facilities There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.</p> <p>Parking Parking available close to the Mobile Van.</p>	<p>Access and facilities A ramp with a bell & signage would be installed at the entrance to the proposed premises.</p> <p>Parking Time restricted roadside parking is available nearby.</p>																
Retail	Cards and stationery	Pet shop																
Local Public Consultation starts	11 April 2018																	
Local Public Consultation ends	23 May 2018																	

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postofficeviews.co.uk

