



Dear Customer

**Newport Post Office®**  
**123 Main Road, Newport, Brough, HU15 2QS**

**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 Londis, 77 Main Road, Newport, Brough, HU15 2QS, where it will operate as one of our new local style Post Office branches.

We received 31 individual responses from customers during the local public consultation period. In the main, feedback commented on the availability of parking at the proposed premises while other feedback commented on access into the new store. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

With regards to parking at 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, matters such as the availability of parking spaces are outside the direct control of Post Office Limited, however I have conducted a further review of this matter. I can confirm that there is roadside parking available directly outside the new premises, as well as in the surrounding area, which is comparable to the current branch. I am therefore satisfied that access and parking at the new branch will continue to meet the needs of customers using the Post Office.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as possible. I am pleased to confirm that before the new Post Office opens, the new operator will install a permanent ramp and a new automatic door at the entrance providing ease of access into the premises.

Inside the store, 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 fixtures and fittings will be removed or re-aligned to make sure there is clear access into the premises. Shopping aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around without difficulty.

We will also be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Staff training is to Post Office standards and includes instructions and guidelines to safeguard customer privacy and confidentiality. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

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. I am also pleased to let you know that we are enhancing the range of products which will be available and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment.

The change also means that Post Office opening hours are aligned to the shop so local residents will benefit from longer opening hours, including Friday and Saturday afternoons, Sunday opening and significantly longer opening times throughout the week. This means that customers can spread their visits and access our services seven days a week and at times that suit them better, which also helps to reduce waiting times and relieve any potential congestion. 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 local public consultation period along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located 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.

The current branch will close at 17:30 on Thursday 5 October 2017, with the new branch opening, at Londis, 77 Main Road, at 13:00 on Friday 6 October 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Gilberdyke Post Office, Clementhorpe Road, Gilberdyke, Brough, HU15 2UB

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: 216321

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>Newport Post Office information sheet</b>															
<b>Address</b>	Londis 77 Main Road Newport Brough HU15 2QS														
<b>Opening hours</b>	<table border="1"> <tbody> <tr> <td>Monday</td> <td>06:30 – 22:00</td> </tr> <tr> <td>Tuesday</td> <td>06:30 – 22:00</td> </tr> <tr> <td>Wednesday</td> <td>06:30 – 22:00</td> </tr> <tr> <td>Thursday</td> <td>06:30 – 22:00</td> </tr> <tr> <td>Friday</td> <td>06:30 – 22:00</td> </tr> <tr> <td>Saturday</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Sunday</td> <td>07:00 – 22:00</td> </tr> </tbody> </table>	Monday	06:30 – 22:00	Tuesday	06:30 – 22:00	Wednesday	06:30 – 22:00	Thursday	06:30 – 22:00	Friday	06:30 – 22:00	Saturday	07:00 – 22:00	Sunday	07:00 – 22:00
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<b>Distance</b>	170 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> Access will be via a permanent ramp and a wide automatic 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>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	Friday 6 October 2017 at 13:00														

