



Dear Customer,

### **Local public consultation – Decision**

**Newtownards Post Office  
8 Frances Street, Newtownards, BT23 4FA**

I am writing to confirm that, after careful consideration of the feedback received and all other relevant factors, we have decided to proceed with our plans to enhance Post Office services at surrounding branches and permanently close Newtownards Post Office.

We believe with the nearby branch upgrades there will be the appropriate level of Post Office services to meet the needs of customers in the local area who currently use the Newtownards branch. However, Post Office Ltd. recognises that some, particularly our more vulnerable customers who rely on a Post Office services in this vicinity may find it more challenging to travel to the alternative branches. In response to customer feedback during local consultation, we will advertise the opportunity to operate a Local model branch in the immediate vicinity of the closing branch. This will be in addition to our investigations into opening another branch in the Newtownards area we detailed in our proposal.

I would like to thank everyone who took the time to send their comments to us. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the key issues raised in the consultation and our response to each of them is enclosed, along with an information sheet providing further details about alternative branches in the area.

The branch will close on 12 November 2025 at 15:00 and we will provide information on the closure in branch to help notify customers and inform them of nearby branches.

Posters will now be displayed in branch to let customers know about this decision.

Yours faithfully

*Martin Edwards*

**Martin Edwards  
Transformation Delivery Director  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://postofficeviews.co.uk)

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## **Appendix A**

### **Response to Local Public Consultation**

**Consultation started** 13 August 2025

**Consultation ended** 24 September 2025

#### **Consultation responses**

- 30 responses from customers

#### **Key issues raised**

- Getting to Alternative Branches and Access Inside
- Products and Services

#### **Response to issues raised**

##### **Getting to Alternatives and Access Inside**

With any closure it's inevitable that whilst some customers will have an easier journey to the alternative locations, regrettably others will have further to travel. There are bus services in the surrounding areas and for customers using their own transport, we are satisfied that there are parking facilities at each of the alternative branches with dedicated disabled parking.

Access both into and within the alternative branches will meet Post Office Limited own accessibility standards and all applicable legislation. Access into the alternative branches is level. Rosevale petrol forecourt has a one-way system for cars; marked parking bays with one disabled bay and a marked pedestrian walkway from the pavement area to the store entrance. Hardford Link petrol forecourt has a one-way system for cars; marked parking bays with two disabled bays and a marked pedestrian walkway away from the pumps, from the road to the store entrance.

We will ensure there is sufficient space for Post Office customers, including wheelchair users and includes separate Post Office queuing arrangements. We've worked closely with postmasters at the surrounding branches to plan their interior store layouts, to optimise space within their stores so that access into and inside the branches is kept clear and free of obstacles. Additionally, we will continue to work with the postmasters to make sure that they are ready to meet the additional footfall and maintain the high quality of service our customers are used to. We will monitor usage at the alternative branches to ensure customer needs are met.

##### **Products and Services**

To accommodate the closure of this branch as referenced in our consultation proposal, we will be upgrading the services at the following alternative branches. Rosevale Post Office branch will be upgraded from a Local to a Mains model. Evri have now confirmed that their services will not be available at this branch as they believe there is sufficient provision locally. Hardford Link branch will be upgraded from a Local to a Mains model and will offer all the same services, including Evri, as the closing Newtownards Post Office branch.

## Alternative branches

The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

Rosevale Post Office		Services available
Spar 37-55 Bangor Road Newtownards BT23 7BZ		A core range of products and services will be available, please see service list for further details.
Opening times		Access
Mon - Sun 08:00 – 20:00		Access is level at the entrance to the premises with wide automatic doors. A hearing loop will be available.
Getting there		
Approximately 0.5 miles from Newtownards Post Office branch, along varied terrain. Parking is available at the branch with dedicated disabled parking. There is a direct bus service available between Newtownards branch and this Post Office service.		

Hardford Link Post Office		Services available
Eurospar 3 Hardford Link Newtownards BT23 4FF		A core range of products and services will be available, please see service list for further details.
Opening times		Access
Mon - Sun 08:00 – 20:00		Access is level at the entrance to the premises with wide automatic doors. Low level serving counter, a low-level writing desk and low-level pin pad will be available.
Getting there		
Approximately 0.6 miles from Newtownards Post Office branch, along varied terrain. Parking is available at the branch with dedicated disabled parking. There is a direct bus service available between Newtownards branch and this Post Office service.		

## Alternative branches (continued)

Ards Centre Post Office		Services available
Asda Ards Shopping Centre Circular Road, Newtownards BT23 4EU		A core range of products and services will be available, please see service list for further details.
Opening times		Access
Mon	09:00 – 17:30	Access is level at the entrance to the premises. Low level serving counter, a low-level writing desk, low level pin pad and hearing loops will be available.
Tue	09:30 – 17:30	
Wed - Fri	09:00 – 17:30	
Sat	09:00 – 13:00	
Sun	Closed	

### Getting there

Approximately 0.7 miles from Newtownards Post Office branch, along varied terrain.  
Parking is available at the Ards Shopping Centre with dedicated disabled parking.  
There is a direct bus service available between Newtownards branch and this Post Office service.

Donaghadee Road Post Office		Services available
Eurospar 136 Donaghadee Road Newtownards BT23 7HB		A core range of products and services will be available, please see service list for further details.
Opening times		Access
Mon - Sun	08:00 – 20:00	Access is level at the entrance to the premises with wide automatic doors. Low level serving counter, low level pin pad and hearing loops will be available.

### Getting there

Approximately 1.2 miles from Newtownards Post Office branch, along varied terrain.  
Parking is available at the branch with dedicated disabled parking.  
There is a direct bus service available between Newtownards branch and this Post Office service.

Movilla Post Office		Services available
Spar Stonegate Shopping Centre Strathenden Heights, Newtownards BT23 8ZE		A core range of products and services will be available, please see service list for further details.
Opening times		Access
Mon - Sun	08:00 – 20:00	Access is level at the entrance to the premises with a wide automatic door. Low level serving counter, a low-level writing desk and low-level pin pad will be available.

### Getting there

Approximately 1.5 miles from Newtownards Post Office branch, along varied terrain.  
Parking is available at the branch with dedicated disabled parking.  
There is a direct bus service available between Newtownards branch and this Post Office service.

Services Available	Alternative Branches Extended Services that would be Available				
	<u>Rosevale</u>	<u>Hardford Link</u>	<u>Ards Centre</u>	<u>Donaghadee Road</u>	<u>Movilla</u>
<b>Everyday Personal &amp; Business Banking</b>					
<u>Cash Withdrawals</u>	✓	✓	✓	✓	✓
<u>Cash Deposits</u>	✓	✓	✓	✓	✓
<u>Cheque Deposits</u>	✓	✓	✓	✓	✓
<b>Mails</b>					
<u>Drop &amp; Go</u>	✓	✓	✓	✓	✓
<u>Parcelforce Express Services</u>	✓	✓	✓	✓	✓
<u>Evri - Buy in branch</u>	x	✓	x	✓	✓
<u>Evri - Drop off and collections</u>	x	✓	x	✓	✓
<b>Pay Bills &amp; Top Up</b>					
<u>Keypad Top Up (Northern Ireland only)</u>	✓	✓	✓	✓	✓
<u>Pay Bills and Top up</u>	✓	✓	✓	✓	✓
<b>Passport Applications</b>					
<u>Paper Check &amp; Send - New &amp; Renewals</u>	x	✓	✓	x	x
<u>Irish Passports - New &amp; Renewals</u>	x	✓	✓	x	x
<b>Identity Services</b>					
<u>Document Certification Service</u>	✓	✓	✓	x	x
<b>Driving</b>					
<u>Vehicle Tax</u>	✓	✓	✓	x	✓
<b>Travel</b>					
<u>Foreign Currency</u>	✓	✓	✓	Euros	Euros
<u>Travel Insurance</u>	✓	✓	✓	x	x
<u>Travel Money Card</u>	✓	✓	✓	✓	✓
<b>Your Finances</b>					
<u>Western Union</u>	✓	✓	✓	x	✓
<u>Savings application forms</u>	✓	✓	✓	x	x
<u>Savings Account ID Verification (free)</u>	✓	✓	✓	x	x

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.

## **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>5</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>6</sup> local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.**

### **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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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**

**Call: 03452 66 01 15**

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**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>5</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>6</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.