



Dear Customer,

Local public consultation - Have your say

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

We're writing to let you know about proposed changes to service provision in your area as a result of our plans to replace Newtownards Directly Managed Branch with enhanced services at two nearby branches.

Why are we proposing these changes?

We believe by making changes to existing branches in the area prior to the closure of Newtownards Post Office, there would be enough provision of Post Office services to meet the needs of customers in the local area who currently use the branch, without the need to retain this service. We are proposing to make the following changes. Rosevale Post Office is located approximately 0.5 miles away from Newtownards Post Office and will be upgraded from a Local to a Mains model; Hardford Link Post Office is located approximately 0.6 miles away from Newtownards Post Office and will be upgraded to a Mains model. Additionally, a further three branches, Ards Centre, Donaghadee Road and Movilla Post Offices are all within 1.5 miles.

Post Office Limited recently announced it is moving to a fully franchised network, as part of our wider commitment to deliver a "New Deal for Postmasters". Over 99% of the Post Office network is already successfully operated on a franchise basis by carefully selected retail partners. We are confident this would create a long-term, sustainable future for post offices in communities across the UK including Newtownards Post Office.

We'd like your help

We're now starting a period of local public consultation on access to Post Office services at nearby alternative branches. The information sheet in this leaflet provides more details about the alternative branches and the enhanced range of services that would be available. Your feedback is important to us as it will help to inform our decision.

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- **How easy is it to get to the alternative branches?**
- **Are the alternative branches easy for you to get into and are they easily accessible inside?**
- **If there are any local community issues you think we should know about that might be affected by the change?**

Please note the closure of the branch is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect the change.

Local Public Consultation starts	Wednesday 13 August 2025
Local Public Consultation ends	Wednesday 24 September 2025
Month of closure	November 2025

You can share your views on the proposed change through our easy and convenient online questionnaire via our **Consultation Hub**: postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **010704**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**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.



Good to know

- Post Office's "New Deal for Postmasters" will increase total annual postmaster remuneration by £250 million by 2030. To find out more, visit our [Post Office Corporate website](https://corporate.postoffice.co.uk), (corporate.postoffice.co.uk – search postmaster new deal).
- Our Mains model Post Office has a dedicated space with separate counters and staff, usually found in larger towns or city centres, and provides a wide range of services and complex transactions. Our Local model Post Office offers services from the retail counter providing a range of less complex, more efficient to deliver local services. Our Drop and Collect branches are a lighter format developed to take advantage of the opportunities a vibrant, and increasingly competitive, parcels market offers.
- In addition to the upgrade of the existing branches, we will explore the possibility of introducing an additional local style Post Office in the Newtownards area.
- The alternative branches offer a range of Post Office products and services and, with the overall extended opening hours, provide continued good access to our services. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counters of these branches.
- As with any proposed branch closure we understand that customers are often concerned about the impact of such changes on staff. Please be assured that our staff will be fully supported throughout this process.
- Any information we receive will be carefully considered as we finalise our plans.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch. At the end of the consultation and feedback review period, posters will be displayed in branch confirming our decision on this proposal and our response to the main issues raised will be available on our Consultation Hub.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer advocacy bodies. An extract relating to consultation is available at the end of this letter.

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 the changes we are proposing to Newtownards Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Yours faithfully

Martin Edwards

Martin Edwards
Transformation Delivery Director
Post Office Limited

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

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

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		
<table border="1"><tr><td>Mon - Sun</td><td>08:00 – 20:00</td></tr></table>		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.
Mon - Sun	08:00 – 20:00			
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.

Service Information Summary

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch operator.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

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

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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁵
- 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-week⁶ 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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

⁵ 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.

⁶ 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.