

Dear Customer,

Local public consultation – Decision

**North Lowestoft Post Office
53 High Street, Lowestoft, NR32 1JA**

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office into Bushells Bakery, 41 Tennyson Road, Lowestoft, NR32 1PS.

I would like to thank everyone who took the time to let us have their comments and provide information. 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 feedback is enclosed along with an information summary providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close on Thursday 30 January 2025 at 17:30, with the new branch opening, at Bushells Bakery, 41 Tennyson Road, Lowestoft, NR32 1PS, on Friday 31 January 2025 at 13:00. If there are any unforeseen circumstances 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 two alternative Post Office branches are provided below for your convenience:

- Lowestoft Post Office, 87-89 London Road North, Lowestoft, NR32 1LS
- Hollingsworth Road Post Office, 65-67 Hollingsworth Road, Lowestoft, NR32 4AT

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to consultation is available at the end of this letter.

Your faithfully

Allison Wallace

**Allison Wallace
Regional Change Manager
Post Office Limited**

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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.**

Appendix A

Response to Local Public Consultation

Consultation started Thursday 24 October 2024

Consultation ended Thursday 05 December 2024

Consultation responses

- 60 responses from customers and local representatives

Meetings

- Post Office representatives met with Jess Asato MP on Wednesday 20 November 2024

Key issues raised

- Reason for move
- Distance, Route to the New Location and Parking
- Access
- Internal Space and Queuing
- Privacy

Response to issues raised

Reason for move

North Lowestoft Post Office has been operating temporarily from premises at 53 High Street. The company that provide the service on a temporary basis do not own the premises, and the branch is not sustainable due to the temporary arrangements in place. Consequently, we have been seeking a permanent postmaster with premises to provide a Post Office alongside their business.

Distance, Route to the New Location and Parking

The new premises are located approximately 300 metres away from the current site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, it will regrettably mean a longer or less convenient journey for some customers. We have reviewed pedestrian access to the new location, which has confirmed that there are well maintained pavements and dropped kerbs en route, as well a pedestrian crossing on Artillery way.

Parking and peak time traffic congestion are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that Tennyson Road Pay and Display carpark is located opposite the proposed premises with dedicated disabled parking. There is also time restricted roadside parking available nearby.

Access

Access at the new location has a wide door and level access at the entrance.

Internal Space and Queuing

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service 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 re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Security and Privacy

Our operator plans to incorporate a new modern Post Office into their store which will be carefully integrated inside, ensuring sufficient space, security and privacy for both Post Office and retail customers.

We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

Appendix B

North Lowestoft Post Office Information Summary

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

New Location	
Bushells Bakery, 41 Tennyson Road, Lowestoft, NR32 1PS	
New opening times	
Monday	07:30 – 17:00
Tuesday	07:30 – 17:00
Wednesday	07:30 – 17:00
Thursday	07:30 – 17:00
Friday	07:30 – 17:00
Saturday	07:30 – 12:30
Sunday	Closed
Products and Services	
The same range of products and services will still be available.	
Serving positions	
There will be a Post Office serving point at the retail counter.	
Access	
The new premises will have a wide door and level access at the entrance.	
Internally, there will be a hearing loop and space for a wheelchair.	
Getting there	
The new premises will be located approximately 300 metres away from the previous branch, along varied terrain.	
Tennyson Road Pay and Display carpark is located opposite the new premises with dedicated disabled parking. There is also time restricted roadside parking available nearby.	
Store retail available	Bakery

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

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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.