



Dear Customer

**Branch Temporary Closure**

**Rothbury Post Office  
Mace – Townfoot Store, Townfoot, Rothbury, Morpeth, NE65 7SL**

We are writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing temporarily on Saturday 19 March 2022 at 14:00.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited. We will be in contact you once we have further information for restoring the above Post Office.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. 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 future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch to inform customers.

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 what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We would like to apologise for the inconvenience the temporary closure may cause. In the interim, we hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter.

Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](https://www.postoffice.co.uk/branch-finder)

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully

*Gail Burnett*

**Gail Burnett**  
**Network Provision Lead**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](http://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.**

### Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours.

The latest available branch information can be found on our website

[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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#### Thropton Outreach Post Office

Thropton War Memorial Hall  
Main Street  
Thropton  
Morpeth  
NE65 7LT

##### Opening times

Monday	No service
Tuesday	10:00 – 12:00
Wednesday	No service
Thursday & Friday	No service
Saturday & Sunday	No service

#### Services

The same range of services will continue to be available, however excluding, Vehicle Tax, Euros and Dollars Travel Money.

#### Access

The Thropton War Memorial Hall has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 2.2 miles away from Rothbury branch, along varied terrain.

Roadside parking is available outside the Thropton War Memorial Hall and nearby.

There is a frequent bus service available between Rothbury branch and this Post Office service.

The nearest bus stop is approximately 230 metres away.

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#### Hepple Post Office

Hepple Parish Council  
Derwent  
Hepple  
Morpeth  
NE65 7LH

##### Opening times

Monday	09:00 – 10:00 15:00 – 17:30
Tuesday	14:00 – 17:30
Wednesday	09:00 – 10:00
Thursday	14:30 – 17:30
Friday	09:00 – 13:00 14:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

#### Services

The same range of services will continue to be available, however excluding, Vehicle Tax, Euros and Dollars Travel Money.

#### Access

This branch has a wide door with a grab rail and access is via a step at the entrance.

Internally, there is a hearing loop.

#### Getting there

This Post Office service is located approximately 5.6 miles away from Rothbury branch, along varied terrain. Roadside parking is available outside the branch and nearby.

There is a limited bus service available between Rothbury branch and this Post Office service.

The bus stop is outside the branch.

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## **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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup> / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

**These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.**

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

<sup>1</sup> We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.