



Dear Customer

**Scunthorpe Post Office®**  
**Unit 2 The Parishes, Jubilee Way, Scunthorpe, DN15 6RB**

**Local Public Consultation Decision**

I am writing to confirm that we will be proceeding with our proposal to relocate this branch to 148 High Street, Scunthorpe, DN15 6EN.

We received 4 individual responses from customers during the consultation period. Some feedback welcomed the move to a more central location within the town. Other comments related to the extra distance some people would have to travel following the move. This feedback helped me to understand customers' views and to make sure that all such information was taken into account in finalising our plans.

We do recognise that with any change of location there may be some customers who are more inconvenienced than others, whether they have to walk a little further or use different car parking. However, as we know from customer feedback, there are other customers for whom the new branch would be more convenient and easily accessible. For customer convenience, there is a car park close to the new location.

I have carefully considered our original proposal, the feedback received during the public consultation period along with the impact Post Office customers. Having also reviewed pedestrian and vehicular access to the new location, I am confident that the new branch is suitably located and will meet the needs of our customers, whilst helping to provide long term viability and future sustainability for Post Office service provision within the town centre. Further details of the new branch are provided at the end of this letter.

The current branch will close at 18:00 on Saturday 19 August 2017, with the new branch opening at 148 High Street at 09:00 on Tuesday 29 August 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 two alternative Post Office branches are provided below for your convenience:

- Doncaster Road Post Office, 11 Henderson Avenue, Scunthorpe, DN15 7RL
- Old Brumby Post Office, 96 – 98 Old Brumby Street, Scunthorpe, DN16 2AW

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: 511311





Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Kenny Lamont".

**Kenny Lamont**  
**Network Operations Area 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.**

We've published our final plan on-line, 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.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

**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.**

## Details of the new service:

<p><b>Scunthorpe Post Office</b> 148 High Street Scunthorpe DN15 6EN</p>  <p><b>Opening times</b></p> <table border="1"><tr><td>Monday</td><td>09:00 – 17:30</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 17:30</td></tr><tr><td>Thursday</td><td>09:00 – 17:30</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 17:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>	Monday	09:00 – 17:30	Tuesday	09:00 – 17:30	Wednesday	09:00 – 17:30	Thursday	09:00 – 17:30	Friday	09:00 – 17:30	Saturday	09:00 – 17:30	Sunday	Closed	<p><b>Services</b> The same range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p><b>Access and facilities</b> The proposed premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p>	<p><b>Transport/parking</b> There is a fee paying carpark available nearby. There is no direct bus service available between the current service and the new premises.</p> <p><b>Route</b> These premises are located approximately 500 metres away from the current branch, along varied terrain.</p>
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