



Dear Customer

Changes to Sherburn Mobile Services

We are delighted to let you know that we will be restoring Post Office services to Langley Moor, Leazes and Tanfield Lea.

Following the temporary closure of the branches, we are pleased to be able to reinstate the services as a temporary Mobile services whilst we continue to seek a permanent solution. A Mobile service, which is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises, is a tried and tested way of maintaining service to smaller communities.

We are therefore pleased to inform you that the postmaster from Sherburn Post Office is willing to run the new Mobile services.

To accommodate the new Mobile service there will be some changes to the current Mobile services at Aycliffe, East Rainton, Eldon Lane, Newfield, Pitlington, Shotley Bridge, Ebchester, Framwellgate Moor, High Spen, Medomsley, Doxford Park and Murton Station.

The new service and changes to current services will commence from week beginning 9 November 2020. Full details of these changes are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please write to me via the Communication and Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this engagement in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

Ian Murphy

Ian Murphy
Change Manager

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of the new Mobile service:

Langley Moor Mobile Service

Black Road
Langley Moor
Durham
DH7 8LW

Opening times

Tuesday	15:30 – 16:30
Friday	10:15 – 11:15

Services

A wide range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Roadside parking is available nearby.

Leazes Mobile Service

Syke Road
Burnopfield
Newcastle Upon Tyne
NE16 6JE

Opening times

Thursday	13:30 – 14:30
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Services

A wide range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Roadside parking is available nearby.

Tanfield Lea Mobile Service

Leith Gardens
Tanfield Lea
Stanley
DH9 9LZ

Opening times

Thursday	14:45 – 15:45
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Services

A wide range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Roadside parking is available nearby.

Details of the changes to existing Mobile services:

Aycliffe Mobile Service

Car park of The County Restaurant
13 The Green
Aycliffe
Newton Aycliffe
DL5 6LX

New opening times

Monday	09:00 – 09:45
Wednesday	09:00 – 10:00

East Rainton Mobile Service

Outside Angelos Trattoria Restaurant
Durham Road
East Rainton
Houghton Le Spring
DH5 9QT

New opening times

Monday	14:30 – 15:15
Friday	11:45 – 12:45

Eldon Lane Mobile Service

Dene Valley One Stop Shop
High Street
Eldon Lane
Bishop Auckland
DL14 8TD

New opening times

Monday	10:15 - 11:00
Wednesday	10:30 - 11:30

Newfield Mobile Service

Car park of Roseberry Primary School
Pelton Lane
Pelton
Chester Le Street
DH2 1NP

New opening times

Tuesday	12:15 - 13:15
Thursday	16:00 - 16:30

Pittington Mobile Service

Car Park of Village Hall
Norman Terrace
High Pittington
Durham
DH6 1AN

New opening times

Monday	15:30 - 16:30
Friday	15:30 - 16:30

Shotley Bridge Mobile Service

Car park of Crown & Crossed Swords
Front Street
Shotley Bridge
Consett
DH8 0HU

New opening times

Tuesday	09:30 - 10:30
Thursday	09:30 - 10:00

Ebchester Mobile Service

Car park of Village Hall
Shaw Lane
Consett
DH8 0PY

New opening times

Tuesday	10:45 - 11:45
Thursday	10:15 - 10:45

Framwellgate Moor Mobile Service

Car park of Community Centre
Front Street
Framwellgate Moor
Durham
DH1 5BL

New opening times

Tuesday	13:45 - 15:15
Friday	09:00 - 10:00

High Spen Mobile Service

Outside Bute Arms
High Spen
Rowlands Gill
NE39 2BD

New opening times

Thursday	12:30 - 13:00
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Medomsley Mobile Service

Magdalene Court
Consett
DH8 6RF

New opening times

Thursday	11:00 - 11:45
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Doxford Park Mobile Service

Car Park of Haddington Vale
4 Doxford Park Way
Doxford Park
SR3 2XQ

New opening times

Friday	13:00 - 14:00
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Murton Station Mobile Service

Corner of Station Estate South
Murton
Seaham
SR7 9SW

New opening times

Wednesday	15:00 - 16:00
Friday	14:15 - 15:00

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

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 closure¹/ 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.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

- Permanent closure of a Post Office branch⁴
- 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-week⁵ 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, 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

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

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

⁴ 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.

⁵ 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.