



Dear Sir/Madam

**South Shields Post Office®
Keppel Street, South Shields, NE33 1AA**

Relocation to new premises

I'm writing to confirm our plans to move the above Post Office branch to a new location at 8 King Street, South Shields, NE33 1HT, previously trading as Officers Club.

As explained in our initial proposal letter, South Shields Town Centre is undergoing a major redevelopment and as part of this improvement our current premises will no longer be available. The move will help us to ensure that we maintain accessibility to Post Office services and provide the right level of service to meet customer needs.

During the public consultation period we received one individual representation from a customer, who welcomed the move to the new premises and commented that the new location would be easier for them to access.

Getting to the new location:

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The new site is located within a pedestrianised shopping area approximately 175 metres from the current branch, along varied terrain and with a pedestrian crossing en route. There is also a pedestrian walkway via the metro station entrance which may provide an alternative route for customers accessing the new branch on foot. Access via this walkway is approximately 125 metres from the current branch.

For those using their own transport to access the branch, there are several car parking options in the vicinity of the new premises:

- Mile End Road car park, pay and display with space for approximately 50 cars with free parking for Blue Badge holders approximately 135 metres away.
- Salem Street car park, pay and display with 34 spaces and 5 designated disabled bays approximately 200 metres away.
- North Street car park, pay and display with 115 spaces, approximately 260 metres away.
- 6 designated disabled bays on Salem Street approximately 120 metres away.

For customers using public transport to access the new branch, the bus station and metro station are currently located in close vicinity of the new location. Due to the nature of the redevelopment and the creation of a new transport hub, the exact distances will be subject to change. For up to date info customers can access www.southshields365progress.com

Having also reviewed the local plans for the regeneration of the area, I remain satisfied that customers in South Shields will continue to have good access to Post Office services.

The new South Shields Post Office branch

Access into the branch will have a very slight incline and automatic doors. Once inside, we're sure customers will be delighted with their new Post Office which will include:

- A bright and welcoming branch, with sufficient space for customers to carry out their business and move around easily; including turning circle space for wheelchair users. The branch will, of course, meet all relevant regulations. Other fixtures will include a low level serving counter, a low level writing desk, hearing loops and customer seating.
- Six serving positions comprising of five open plan counters and one traditional floor to ceiling screened position for high value transactions. The number of serving positions is based on current and future predicted business levels and after further review, we remain confident this will meet customer demand. Open plan serving positions are successfully used across our Post Office network, as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed.
- There will also be two self-service kiosks for mails transactions including Parcelforce, most home shopping returns, E Top-Ups, and a range of bill payments.

The same wide range of Post Office services will continue to be available. It is our intention to install an external cash machine in time for the branch opening but whilst planning permission has been granted this is still subject to survey by our cash machine provider, operational considerations and relevant consent.

If this is not possible or it won't happen before the move, personal banking and Post Office Card Account customers can continue to make cash withdrawals free of charge at the main counter. Alternatively, Green Street Post Office, 3 Frederick Street, NE33 5DY, located approximately 1 mile away, has an external cash machine and can be reached by a frequent bus service.

Further details of the new branch are provided in the enclosed information sheet.

Conclusion:

Having carefully considered our original proposal and the feedback received during the public consultation period, we remain confident that the new branch will be suitably located, will continue to meet customer needs and deliver an excellent service. The current branch will close at 17:30 on 20 September 2017, with the new branch opening at 09:00 on 21 September 2017.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: **02132999**.

Yours faithfully



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

How to contact us:

🌐 postofficeviews.co.uk

✉️ comments@postoffice.co.uk

☎️ Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55

✉️ FREEPOST Your Comments

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, by contacting us or on our website – 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 larger print, audio or braille, please contact the customer helpline on 03457 22 33 44 or textphone 03457 22 33 55.

South Shields Post Office information sheet

Address	<p align="center">8 King Street South Shields NE33 1HT</p>														
Opening hours	<table border="1" data-bbox="737 392 1123 629"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:30 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 12:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:30 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed
Mon	09:00 – 17:30														
Tue	09:30 – 17:30														
Wed	09:00 – 17:30														
Thu	09:00 – 17:30														
Fri	09:00 – 17:30														
Sat	09:00 – 12:30														
Sun	Closed														
Products & Services	<p>The same wide range of products and services would still be available.</p>														
Serving positions	<p>There will be six counter serving positions; five open plan and one screened.</p>														
Additional facilities	<p>Two self-service kiosks for mails transactions including Parcelforce, most home shopping returns, E Top-Ups, and a range of bill payments.</p>														
Access & facilities	<p>Access into the new premises will have a very slight incline and an automatic door at the entrance. Low level serving counters, a low level writing desk and hearing loops will be available</p>														
How far away is it?	<p>Approximately 175 metres away from the current branch, along varied terrain.</p>														
Transport & parking	<p align="center">Parking</p> <p>There are several car parks in the vicinity of the new premises:</p> <ul style="list-style-type: none"> • Mile End Road car park, pay and display with space for approximately 50 cars with free parking for Blue Badge holders approximately 135 metres away. • Salem Street car park, pay and display with 34 spaces and 5 designated disabled bays approximately 200 metres away. • North Street car park, pay and display with 115 spaces, approximately 260 metres away. • 6 designated disabled bays on Salem Street approximately 120 metres away. <p align="center">Buses</p> <p>For customers using public transport to access the new branch, the bus station and metro station are currently located in close vicinity of the new location. Due to the nature of the redevelopment and the creation of a new transport hub, the exact distances will be subject to change. For up to date info customers can access www.southshields365progress.com</p>														
Date of move	<p align="center">21/09/2017</p>														