



Dear customer

Changes to Stocksfield Outreach service
Affecting Bardon Mill and Haltwhistle

We are really pleased to let you know that we are restoring Post Office services to community of Haltwhistle with the introduction of a temporary Mobile service, whilst we continue to seek a permanent solution. This service will commence on Monday 24 June 2024 and will be operated from Parking Bays outside the War Memorial Hospital Westgate, Main Road Haltwhistle, NE49 9AJ by the postmaster from Stocksfield Post Office.

Since the closure of the above service, we have continued to work to identify a solution to restore Post Office services to the local communities. We are therefore planning to introduce a Mobile service, which is a tried and tested way of maintaining services to smaller communities. The Mobile Service 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. The establishment of Mobile services presents the best possible solution to restore Post Office services to the community.

To accommodate the new Mobile services there will be some changes to the current opening hours at Bardon Mill.

Full details of the new service and change of hours are provided at the end the letter.

We will display posters locally to tell customers the good news. 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're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

Brian Turnbull

Brian Turnbull
Network Provision Lead

How to contact us:
postofficeviews.co.uk
comments@postoffice.co.uk
FREEPOST Your Comments

Details of the new Mobile services:

Haltwhistle Mobile Service

Parking bays outside War Memorial
Hospital Westgate
Main Road
Haltwhistle
NE49 9AJ

Opening times

| | |
|---------------------------------------|---------------|
| Monday, Tuesday, Thursday & Friday | 09:10 – 09:40 |
|---------------------------------------|---------------|

Services

A range of services will be available.

Access and facilities

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

Getting there

This Mobile Post Office service will be located approximately 230 metres away from the previous branch location, along varied terrain. Parking will be available close to where the mobile van will be parked.

Details of the change to existing Mobile service:

**Bardon Mill Mobile Service, Outside Village Shop, Bardon Mill, Hexham,
Northumberland, NE47 7HY**

Current opening times

| | |
|-----------|---------------|
| Monday | 08:30 – 09:30 |
| Tuesday | 08:30 – 09:30 |
| Wednesday | 08:30 – 09:30 |
| Thursday | 08:30 – 09:30 |

New opening times

| | |
|-----------|---------------|
| Monday | 08:30 – 09:00 |
| Tuesday | 08:30 – 09:00 |
| Wednesday | 08:30 – 09:00 |
| Thursday | 08:30 – 09:00 |

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

- Opening hours
- Unplanned closure¹/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

These Principles have been agreed with Citizens Advice, Consumer 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, Consumer 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

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Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.