Dear Customer

Local public consultation - Have your say

Town Centre Washington Post Office
Unit 51 The Galleries, Washington Centre, Washington, NE38 7SB

We are proposing to move the above Post Office branch to a new location: Unit 42 The Galleries (formerly Betfred), Washington Centre, Washington, NE38 7SB, where it would continue to operate as one of our main style branches, subject to consultation.

Why are we proposing this move?
As you may know, our postmasters operate Post Office branches alongside their own retail businesses, and it is essential that they use their resources effectively to ensure the long-term sustainability of both their business and the Post Office service. In this instance, the postmaster has identified an opportunity to relocate their store and the Post Office branch to an alternative unit nearby.

The proposed premises are currently empty and would be refurbished to incorporate a stationery store alongside Town Centre Washington Post Office. The postmaster believes this move would help secure continued access to Post Office services locally while supporting the viability of their business. Our priority is to safeguard services for the community in the longer term, and this relocation would enable us to maintain Post Office provision in the local community.

We'd like your help
We're now starting a period of local public consultation and your feedback is important to us as it will help to inform our decision. For more details of the services and proposed accessibility, please see the branch information summary later in this consultation document.

What exactly are we consulting on?
We'd welcome your comments on the following areas:

- **How easy is it to get to the proposed new location?**
- **Are the proposed premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the proposed Post Office branch move?**
- **If the move were to proceed, is there anything we could do to make it easier for customers?**

Local Public Consultation starts	**Tuesday 10 November 2026**
Local Public Consultation ends	**Tuesday 22 December 2026**
Proposed month of change	**January 2027**

You can share your views on the proposed change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **027329**

How to share your views:
Consultation Hub (postofficeviews.co.uk)
comments@postoffice.co.uk
Call: 03452 66 01 15
Textphone: 03457 22 33 55
FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

Want to tell us what you think right here and now? Scan here.
If you don't have a QR code scanner on your phone, you can find one in your app store.

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Good to know

- Customers would access Post Office services in a modern, open-plan environment alongside the operator's retail.
- Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It would be in a dedicated area of the store with one screened and two open-plan positions.
- We'd also add a low-screened, modern Post Office till at the retail counter offering most Post Office products and services so customers can access their Post Office when it's convenient. Customer satisfaction with this style of branch is high.
- We are currently exploring the potential introduction of two new self-serve facilities. A Drop Box - this parcel drop-off facility enables fast, secure, pre-paid drop-offs in branch that will deliver a simpler, reduced queuing solution for customers across multiple drop-off service providers; and subject to survey, an internal multifunction devise (MFD) - a cash deposit enabled ATM that would allow customers to withdraw cash and deposit banknotes into accounts with selected banks without needing to queue at the Post Office counter. Additional banks may be added in the future.
- All staff employed to work in the proposed new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service related matters.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer advocacy bodies. An extract relating to Consultation is available at the end of this letter.

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 the changes we are proposing to Town Centre Washington Post Office branch. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Yours faithfully

Samuel Williams

Samuel Williams
Divisional Retail Change Manager
Post Office Limited

Post Office is delivering an ambitious, five-year Transformation Plan to 2030 designed to secure a modern, trusted and financially sustainable national network. To learn more ***click here*****.**

Town Centre Washington Post Office Information Summary

There are times our 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

Current Location	Proposed New Location
Unit 51 The Galleries, Washington Centre, Washington, NE38 7SB	Unit 42 The Galleries (formerly Betfred), Washington Centre, Washington, NE38 7SB

Current opening times

Monday	09:00 – 17:15
Tuesday	09:00 – 17:15
Wednesday	09:00 – 17:15
Thursday	09:00 – 17:15
Friday	09:00 – 17:15
Saturday	09:00 – 16:00
Sunday	10:00 – 13:00

Proposed new opening times

Monday	09:00 – 17:15
Tuesday	09:00 – 17:15
Wednesday	09:00 – 17:15
Thursday	09:00 – 17:15
Friday	09:00 – 17:15
Saturday	09:00 – 16:00
Sunday	10:00 – 13:00

Products and Services

The same products and services would still be available.

Serving positions

There would be four serving positions in total; one screened, two open plan and a Post Office serving point at the retail counter.

Access

The proposed new premises would have a wide door and level access at the entrance.
Internally, there would be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.

Getting there

The proposed new branch would be located approximately 70 metres away from the current branch. There would be no change to the parking available, parking would continue to the available at Galleries Retail Park including space for over 500 cars with dedicated disabled and parent & child parking.

Store retail available	Stationery.

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.

The latest available branch information, including possible alternative Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Services available	Current Branch	Proposed Branch
Everyday Personal & Business Banking		
Cash Withdrawals	✓	✓
Cash Deposits	✓	✓
Cheque Deposits	✓	✓
Mails		
Drop & Go	✓	✓
Parcelforce Express 48 Large	✓	✓
DPD - Buy in branch	✓	✓
DPD - Drop off and collections	✓	✓
Evri - Buy in branch	✓	✓
Evri - Drop off and collections	✓	✓
Drop Box	*	✓
Pay Bills & Top Up		
Pay Bills and Top up	✓	✓
Passport Applications		
Paper Check & Send - New & Renewals	✓	✓
Digital Check & Send - New & Renewals	✓	✓
Licence Applications		
SIA Licence Application	✓	✓
Identity Services		
Document Certification Service	✓	✓
In Branch Verification	✓	✓
Driving		
DVLA Photocard Renewal	✓	✓
Vehicle Tax	✓	✓
Travel		
Foreign Currency	✓	✓
Travel Insurance	✓	✓
Travel Money Card	✓	✓
Your Finances		
Western Union	✓	✓
Savings application forms	✓	✓
Savings Account ID Verification (free)	✓	✓
MFD – Internal (Cash deposit enabled ATM – selected banks	*	Subject to survey

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

- Permanent closure of a Post Office branch[5]
- 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-week[6] 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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

[5] 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.

[6] 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.