



Dear Customer

**Wallsend Post Office®**  
**5-7 High Street, The Forum, Wallsend, NE28 8JA**

**Local Public Consultation Decision**

I'm writing to confirm our final plans and let you know of the outcome of our local public consultation for the above branch that will be relocating to 57-58 High Street West, Wallsend, NE28 8HX.

We didn't receive any feedback from customers or local representatives about the proposed move during the local public consultation period, however I have carried out a final review of the original proposal. I am confident that the new branch is suitably located and will continue to meet the needs of the local community.

Our priority is to safeguard Post Office services to the local community in the longer term. The relocation of Wallsend services has enabled us to maintain a Post Office service to our customers in the local community. Further details of the new service are provided at the end of this letter.

Due to operational reasons the Post Office branch did not transfer on Wednesday 26 September 2018 as previously advised and please accept our apologies regarding this. The current branch will now close at 17:30 on Thursday 18 October 2018, with the new branch opening, at 57-58 High Street West, at 09:00 on Wednesday 24 October 2018. 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 at the end of this.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk)

Thank you for considering our proposal.

Yours faithfully

*Gail Burnett*

**Gail Burnett**  
**Area Network Change Manager**

**How to contact us:**

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

FREEPOST Your Comments

**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.**

**Wallsend Post Office information sheet**

<b>Address</b>	57-58 High Street West Wallsend NE28 8HX														
<b>Opening hours</b>	<table border="1"><tr><td>Monday</td><td>08:00 - 19:30</td></tr><tr><td>Tuesday</td><td>08:00 - 20:00</td></tr><tr><td>Wednesday</td><td>08:00 - 20:00</td></tr><tr><td>Thursday</td><td>08:00 - 20:00</td></tr><tr><td>Friday</td><td>08:00 - 17:30</td></tr><tr><td>Saturday</td><td>08:30 - 17:00</td></tr><tr><td>Sunday</td><td>10:00 - 16:00</td></tr></table>	Monday	08:00 - 19:30	Tuesday	08:00 - 20:00	Wednesday	08:00 - 20:00	Thursday	08:00 - 20:00	Friday	08:00 - 17:30	Saturday	08:30 - 17:00	Sunday	10:00 - 16:00
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Friday	08:00 - 17:30														
Saturday	08:30 - 17:00														
Sunday	10:00 - 16:00														
<b>Distance</b>	72 metres away from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The same range of services will continue to be available.														
<b>Accessibility &amp; accessibility works</b>	<b>Access and facilities</b> This branch has a wide door and level access at the entrance. <b>Parking</b> Time restricted roadside parking is available outside the branch.														
<b>Date of Relocation</b>	09:00 on Wednesday 24 October 2018														

## Alternative branches:

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### Byker Post Office

91-97 Shields Road  
Byker  
Newcastle Upon Tyne  
Tyne and Wear  
NE6 1DL

#### Opening times

Monday	08:30 – 17:30
Tuesday	08:30 – 17:30
Wednesday	08:30 – 17:30
Thursday	08:30 – 17:30
Friday	08:30 – 17:30
Saturday	08:30 – 17:30

#### Services

The same range of services will continue to be available.

#### Access and facilities

This branch has a wide automatic door and level access at the entrance.

#### Transport/parking

Time restricted roadside parking is available within 35 metres. There is a frequent bus service available between Wallsend branch and this Post Office service. The nearest bus stop is outside this Post Office.

#### Route

This Post Office service is located approximately 2.2 miles away from Wallsend branch, along varied terrain.

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### High Farm Post Office

54 Chicken Road  
Wallsend  
Tyne and Wear  
NE28 8NN

#### Opening times

Monday	08:00 – 18:00
Tuesday	08:00 – 18:00
Wednesday	08:00 – 18:00
Thursday	08:00 – 18:00
Friday	08:00 – 18:00
Saturday	08:30 – 18:30

#### Services

The same range of services will continue to be available however excluding comprehensive range of Travel Money, On Demand Travel Insurance, Car tax, Passport Check & Send.

#### Access and facilities

This branch has a wide door and a ramp at the entrance with a handrail.

#### Transport/parking

Roadside parking is available nearby. There is a frequent bus service available between Wallsend branch and this Post Office service. The nearest bus stop is 250 metres away.

#### Route

This Post Office service is located approximately 1.1 miles away from Wallsend branch, along varied terrain.

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## **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 closure<sup>1</sup>/ 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 representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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 branch<sup>4</sup>
- 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<sup>5</sup> 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**

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

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</sup> 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.