



Dear Customer

Changes to Wells-next-the-Sea Outreach Services

Affecting: North Creake and Syderstone Hosted Outreaches

We are writing to inform you that regrettably, due to unforeseen circumstances, North Creake and Syderstone Hosted Outreaches, which are operated by the Postmaster from Wells-next-the-Sea Post Office, both temporarily closed on Thursday 1 January 2026. Please accept my apologies for the late notification on this occasion.

We apologise for the inconvenience these closures may cause. I would like to assure you that this is a temporary closure and we are working with the Postmaster to keep any period of closure to a minimum. We will reinstate these Post Office Outreach services to the local community as soon as possible.

We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder.

We will display posters at the Outreach locations to let our customers know. 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.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notifications is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

Sally Ingold

Sally Ingold
Area Change Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Alternative branches for North Creake Hosted Outreach:

North Creake Village Hall, Church Street, North Creake,
Fakenham, NR21 9AD

Burnham Market Post Office		Services
The Green Burnham Market Kings Lynn PE31 8HD		Offers similar services, however excluding Passport Check & Send.
Opening times		Access
Mon - Fri	09:00 – 13:00	There is a step at the entrance to the premises.
Sat & Sun	Closed	
Getting there		
Approximately 3.2 miles from North Creake Hosted Outreach Service, along varied terrain. Time restricted Roadside parking is available nearby. Public transport is available between these Post Office branches.		

Wells-next-the-Sea Post Office		Services
Station Road Wells-next-the-Sea NR23 1AA		Offers similar services with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	09:00 – 17:30	Access is level at the entrance to the premises.
Sun	Closed	
Getting there		
Approximately 6 miles from North Creake Hosted Outreach Service, along varied terrain. Roadside parking is available nearby. Public transport is available between these Post Office branches.		

Alternative branches for Syderstone Hosted Outreach:

Amy Robsart Hall, The Street, Syderstone, Kings Lynn, PE31 8SD

Docking Post Office	Services		
SPAR Station Road Docking Kings Lynn, PE31 8LS	Offers similar services, however excluding Passport Check & Send.		
Opening times	Access		
<table><tr><td>Mon - Sun</td><td>08:00 – 20:00</td></tr></table>	Mon - Sun	08:00 – 20:00	Access is level at the entrance to the premises.
Mon - Sun	08:00 – 20:00		
Getting there			

Approximately 5.3 miles from Syderstone Hosted Outreach Service, along varied terrain.
Roadside parking is available nearby.
Public transport is available between these Post Office branches.

Fakenham Post Office	Services						
34 Upper Market Fakenham NR21 9BX	Offers similar services with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.						
Opening times	Access						
<table><tr><td>Mon - Fri</td><td>08:30 – 17:30</td></tr><tr><td>Sat</td><td>08:30 – 13:30</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Fri	08:30 – 17:30	Sat	08:30 – 13:30	Sun	Closed	There is a threshold strip at the entrance to the premises.
Mon - Fri	08:30 – 17:30						
Sat	08:30 – 13:30						
Sun	Closed						
Getting there							

Approximately 7.2 miles from Syderstone Hosted Outreach Service, along varied terrain.
Time restricted Roadside parking is available nearby.
Public transport is available between these Post Office branches.

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, 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

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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.