



Dear Customer

**Westgate Mobile Service®
Layby on Front Street, Westgate, Bishop Auckland, DL13 1JL**

Public Consultation - Change of Service

I am writing to let you know that we are proposing to change the opening hours of the above Post Office mobile service.

Westgate mobile service is provided by our subpostmaster from Tow Law Post Office who also provides Post Office services to a number of other communities in the area. I am sure you will appreciate this is the case in many locations as more customers access our services at other places and make more use of the internet.

It is important that the service is viable if we want to maintain local access to Post Office services and we are therefore proposing to change the opening times of the service to 14:30 to 15:30 each Wednesday. We are confident that the new opening times will adequately meet the needs of the Westgate community. Details of the proposed new opening hours are provided at the end of this letter.

Consulting on the proposed change

We're now starting a local public consultation and we would like to hear your views on the following areas:

- Do you have any comments about the proposed opening hours
- Are there any other local community issues specific to Westgate which you believe could be affected by or affect the proposed change

Full details of the proposed new service are provided at the end of this letter. If you have any comments or questions, please email or write to me via our National Consultation Team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new service. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

I've included information about the Code of Practice which sets out how we communicate and explain changes to the Post Office network at the end of the letter.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. As we aren't looking to move this branch, some of the questions won't be applicable but full instructions are given at the start of the questionnaire. When entering the site you will be asked to enter the code for this branch: 757309

Dates for local public consultation:

Local Public Consultation starts	15 December 2017
Local Public Consultation ends	05 February 2018

In this instance we have extended public consultation by 10 days to allow for the holiday period over Christmas. In order to restore a Post Office service to our customers in Westgate as soon as possible, the new service could open during consultation. However, this does not affect the period of public consultation which is ongoing until 05 February 2018.

We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

Thank you for considering our proposal.

Yours faithfully



Kenny Lamont
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

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.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the proposed service:

Westgate mobile service

Layby on Front Street
Westgate
Bishop Auckland
DL13 1JL

Services

The same range of services will continue to be available.

Access and facilities

No change.

Opening times

Wednesday	14:30 – 15:30
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Transport/parking

No change.

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postofficeviews.co.uk

