



Dear Customer

**Westwood Avenue Post Office**  
**Previously located at: 57 Westwood Avenue, Lowestoft, Suffolk, NR33 9RW**

Last year, following a review of Post Office service provision in the local area, we piloted a new branch format which opened in 07 December 2020 at Bushells Bakery, 61 Westwood Avenue, Lowestoft, Suffolk, NR33 9RS.

This decision was based on analysis which revealed there was additional, unmet demand for Post Office services in this area. However, this demand evolved to include the need for banking services and the pilot transitioned to a local style branch.

We have continuously reviewed performance of this pilot branch and its impact on the local area and we have decided to make this branch a permanent local and a replacement for the previously temporarily closed Westwood Avenue branch.

As you know, the retail sector has changed significantly, particularly over the last 18 months. Consequently, we have been working diligently to ensure we are providing customers with access to the Post Office products and services they require. Matching the right provision with demand will strengthen the network and make it more sustainable. We are confident that this branch will continue to add value for customers in the local area and help strengthen our existing network.

We will display posters in the branch 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 would like to hear from you**

The re-opening of the branch in a new location is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, whilst we have decided to go ahead with our plans, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

We will be accepting comments until 30 November 2021. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new branch are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via [postofficeviews.co.uk](https://postofficeviews.co.uk), then use the search function to find the engagement for this service either by service name, postcode, or the unique branch code 469136.

Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the opening date, posters will be displayed in branch to let customers 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

*Wendy Hamilton*

**Wendy Hamilton**  
**Network Provision Lead**

**How to contact us:**

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

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

Call: 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 two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

## Westwood Avenue Post Office Information Sheet

**Bushells Bakery**  
**61 Westwood Avenue**  
**Lowestoft**  
**NR33 9RS**

### **Post Office opening hours**

Mon - Fri	09:00 – 17:00
Sat	09:00 – 12:30
Sun	Closed

**During the Coronavirus pandemic the branch may need to make changes to its opening hours.**  
**The latest available branch information can be found on our website**  
**[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

### **Access**

The new premises would have a wide door and a step at the entrance.

### **Retail**

Bakery

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**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.**

Westwood Avenue Post Office services available	
For information about product availability call 03457 22 33 44. For details of maximum value of transactions, please speak to the operator.	
	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	<b>Express 24 &amp; 48</b>
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✗
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✗
Mobile Top-ups & E vouchers	✗
<b>Payment by cheque</b>	✗
Products marked ✗ are available at <b>Oulton</b> Post Office, Gresham Avenue, Oulton, Lowestoft, NR32 3DQ	
Opening times: Mon - Sun      06: 00 – 22:00	

## **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](https://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 **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.

**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](https://postofficeviews.co.uk)**

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

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>2</sup> Locally elected representatives include 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.

<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 <sup>2</sup> and <sup>3</sup> 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.