



Dear Customer

Newton Post Office®  
57 Main Street, Newton, Alfreton, DE55 5TE

Decision - move to new premises & branch modernisation

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Costcutter, 36 Littlemoor Lane, Newton, Alfreton, DE55 5TY, where it will operate as one of our new local style Post Office branches.

We received a very small number of responses from customers during the local public consultation period. The main feedback centred on the distance to the proposed store, as well as concerns about the availability of space and privacy inside. Other feedback welcomed the retention of a Post Office service within the village. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

I acknowledge that the proposed premises are around 320 metres away from the current site and for some customers this may mean a slightly longer journey. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, there may be some customers for whom the proposed location is slightly closer than at present.

However, it's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as possible. I am pleased to confirm that before the new branch opens, our new operator intends to make improvements and create an alternative entrance to the rear of the shop which will provide level access into the premises. Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator in the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and wheelchairs users to move around the shop.

Privacy and security are very important to us. Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. I would like to reassure you that we work with the operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Staff training is to Post Office standards and includes instructions and guidelines to safeguard customer privacy and confidentiality. Additionally, all our operators and their staff sign the Official Secrets Act. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care

[www.postoffice.co.uk](http://www.postoffice.co.uk)

The new local style Post Office will operate from a Post Office serving point located on the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, so customers can spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for the branch.

The current branch will close at 17:30 on Wednesday 21 January 2015, with the new branch opening, at Costcutter, 36 Littlemoor Lane at 13:00 on Thursday 22 January 2015. 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 Post Office, customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

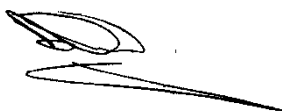
- Huthwaite Post Office, 19 Market Street, Huthwaite, Sutton in Ashfield, NG17 2QY

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 254207.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office), or by contacting us at the address provided at the end of this letter.





Thank you for your considering our proposal.

Yours sincerely



**Adrian Wales**  
Regional Network Manager

#### How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 08457 22 33 44  
Textphone: 08457 22 33 55
-  FREEPOST Your Comments

We've published our final plan on-line, to see it scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Post Office Ltd can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the Customer Helpline on 08457 22 33 44.

Newton Post Office information sheet															
Address	Costcutter 36 Littlemoor Lane Newton Alfreton DE55 5TY														
Opening hours	<table border="1"> <tr> <td>Monday</td> <td>07:30 - 20:00</td> </tr> <tr> <td>Tuesday</td> <td>07:30 - 20:00</td> </tr> <tr> <td>Wednesday</td> <td>07:30 - 20:00</td> </tr> <tr> <td>Thursday</td> <td>07:30 - 20:00</td> </tr> <tr> <td>Friday</td> <td>07:30 - 20:00</td> </tr> <tr> <td>Saturday</td> <td>09:00 - 20:00</td> </tr> <tr> <td>Sunday</td> <td>09:00 - 18:00</td> </tr> </table>	Monday	07:30 - 20:00	Tuesday	07:30 - 20:00	Wednesday	07:30 - 20:00	Thursday	07:30 - 20:00	Friday	07:30 - 20:00	Saturday	09:00 - 20:00	Sunday	09:00 - 18:00
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Saturday	09:00 - 20:00														
Sunday	09:00 - 18:00														
Distance	321 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p><b>Access and facilities</b> There is a step at the front entrance. However, an alternative entrance will be created at the rear of the shop which will provide level access into the premises. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Roadside parking is available nearby.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Thursday 22 January 2015														

**Newton Post Office® services available**

Your operator or our Customer Helpline on 08457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)

	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. signed for & Airsure)	✓
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 & enveloped cheque deposits. Also barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	✗
<b>Financial services</b>	
NS&I Premium Savings Bonds	✗
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros</b>
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	✗
<p>Products marked ✗ are available at <b>Huthwaite</b> Post Office, 19 Market Street, Huthwaite, Sutton in Ashfield. NG17 2QY</p> <p align="right">Opening times: Mon – Sat 09:00 – 18:00</p>	