



Chief Executive
Aberdeenshire Council
Woodhill House
Westburn Road
ABERDEEN
AB16 9SH



16 November 2011

Dear Sir/Madam

Newtonhill Post Office®
28 Skateraw Road, Newtonhill, Stonehaven, AB39 3PT

Branch Temporary Closure

I am writing to update you on the current situation with regard to Newtonhill Post Office.

The branch closed temporarily in December last year due to the ill health of the subpostmaster. Since then, we have been working with our subpostmaster to re-open the branch. Unfortunately, our subpostmaster is no longer able to operate the Post Office and has now resigned. I am sorry for the late notification on this occasion.

I would like to assure you that it remains our intention to keep a Post Office service in Newtonhill and we are currently investigating the options available. Our priority is to maintain Post Office services to local communities and it is therefore important that any future service is sustainable for the person operating the service, and for Post Office Limited.

When working to restore a service, we always seek to provide a service tailored to local circumstances and reflecting actual customer demand locally. In Newtonhill therefore the most suitable type of service would be a Hosted Outreach service. An Outreach service is a tried and tested way of maintaining service to smaller communities that has formed part of our operational network for some years now. Hosted services are operated by a subpostmaster from a nearby branch at a fixed site in the local community, such as a village hall, community centre or public house. The Hosted service provides customers with access to a range of Post Office products and services during specified hours on set days, with hours of opening set to reflect the likely number of customers who will use the service. For more information about Outreach services, please look at our website www.postoffice.co.uk/networkchange.



www.postoffice.co.uk

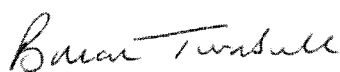
In line with our Code of Practice with respect to change in the Post Office network, we would like to seek your input with regard to future planning in the Newtonhill area. Any information you provide will be used to help inform the planning for delivery of Post Office services in the local area. If you have any information or want to discuss how we can provide Post Office services in this location please don't hesitate to contact me on 07713 653108, or write to me via the National Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to keep them confidential by clearly marking them "In Confidence".

I would like to apologise for any inconvenience the temporary closure may cause. Following the temporary closure of this service, we hope that our customers will continue to use the Post Office. Customers are free to visit the service most convenient for them. Full details of alternative Post Office services in the area, including opening times, facilities available, details of transport, route and access, are shown at the end of this letter.

We're communicating this change in line with our Code of Practice. There's more information about the Code at the end of this letter.

I would like to thank you for your patience at this time. I will write to you again once I have any news about our plans for future service provision.

Yours faithfully



Brian Turnbull
Field Change Advisor

How to contact us:

✉ National Consultation Team
Post Office Limited
PO Box 1138
ST. ALBANS
AL1 9UN

📧 consultation@postoffice.co.uk






For further information contact:






☎ Customer Helpline: 08457 22 33 44
Textphone: 08457 22 33 55

🌐 www.postoffice.co.uk

Post Office Limited 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 or textphone 08457 22 33 55.

Alternative access to Post Office services:

| <p>Porthlethen Post Office Rowanbank Road Portlethen Aberdeen AB12 4NX</p> <p> Opening times</p> <table border="1"> <thead> <tr> <th>DAY</th> <th>HOURS</th> </tr> </thead> <tbody> <tr> <td>Mon to Fri</td> <td>09:00-18:00</td> </tr> <tr> <td>Sat</td> <td>09:00-12:30</td> </tr> </tbody> </table> | DAY | HOURS | Mon to Fri | 09:00-18:00 | Sat | 09:00-12:30 | <p> Services The same range of services will continue to be available, with the addition of DVLA, On Line Lottery and On Demand Bureau De Change facilities. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> Access and facilities This service has level access with a wide automatic door. Internally, there is a hearing loop and space for a wheelchair.</p> | <p> Transport/parking Roadside parking directly outside the premises.</p> <p>There is a regular bus service available between Newtonhill Post Office and this Post Office service. The nearest bus stop is 90 yards away. A free national bus scheme is in operation, which offers free off-peak local bus travel for people over 60 and disabled people.</p> <p> Route This Post Office service is located 3.4 miles away from Newtonhill Post Office, along varied terrain.</p> |
|---|-------------|-------|------------|-------------|-----|-------------|--|---|
| DAY | HOURS | | | | | | | |
| Mon to Fri | 09:00-18:00 | | | | | | | |
| Sat | 09:00-12:30 | | | | | | | |

| <p>Stonehaven Post Office 48 Allardice Street Stonehaven AB39 2BU</p> <p> Opening times</p> <table border="1"> <thead> <tr> <th>DAY</th> <th>HOURS</th> </tr> </thead> <tbody> <tr> <td>Mon to Fri</td> <td>09:00-17:30</td> </tr> <tr> <td>Sat</td> <td>09:00-12:30</td> </tr> </tbody> </table> | DAY | HOURS | Mon to Fri | 09:00-17:30 | Sat | 09:00-12:30 | <p> Services The same range of services will continue to be available, with the addition of DVLA, Passport Checking, On Line Lottery and On Demand Bureau De Change facilities. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> Access and facilities This service has level access with a wide door. Internally, there is a low-level serving counter, a low-level writing desk, a hearing loop and space for a wheelchair.</p> | <p> Transport/parking Roadside parking directly outside, and a car park 80 yards from the premises.</p> <p>There is a regular bus service available between Newtonhill Post Office and this Post Office service. The nearest bus stop is 210 yards away. A free national bus scheme is in operation, which offers free off-peak local bus travel for people over 60 and disabled people.</p> <p> Route This Post Office service is located 6.25 miles away from Newtonhill Post Office, along varied terrain.</p> |
|--|-------------|-------|------------|-------------|-----|-------------|--|---|
| DAY | HOURS | | | | | | | |
| Mon to Fri | 09:00-17:30 | | | | | | | |
| Sat | 09:00-12:30 | | | | | | | |

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice are guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with Consumer Focus (a national organisation) on these guidelines.

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, or close a branch permanently, 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. If we're considering closing a Crown Office, (*one of our larger offices that we run ourselves*), it's a 12 week consultation period.

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.postoffice.co.uk/networkchange and select 'Network changes'.