



Dear Customer

Ashburton Outreach Service

We are writing to let you know that we have made some changes to the Post Office services at Widecombe In The Moor, Drewsteignton and Postbridge.

Widecombe In The Moor Outreach service is now operating from Café on the Green, Widecombe In The Moor, Newton Abbot, TQ13 7TA. This service is operating on Mondays, between 10:00 and 11:30.

Since the closure of the Drewsteignton Post Office, we have continued to work to identify a solution to restore services to the local community. We are pleased to let you know that we have introduced an Outreach Post Office service, which is operating at Drewe Arms, Drewsteignton, Exeter, EX6 6QN, on Wednesdays, between, 12:30 and 14:00.

We have also restored the Post Office service to the community in Postbridge, with the introduction of an Outreach service. This Post Office service is operating from the Dartmoor Visitors Centre, Postbridge, PL20 6TH, on Mondays, between, 12:15 and 13:30.

The above services are provided by the postmaster from Ashburton Post Office and this change took effect from week Monday 2 October 2023.

Whilst we have decided to go ahead with plans to restore services to the local community at Widecombe In The Moor, Drewsteignton and Postbridge, we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the days and opening hours of the service?

We will be accepting comments until 1 December 2023. We won't be responding to you individually, but any comments received will be taken into consideration for the planned changes.

How to contact us:

postofficeviews.co.uk
comments@postoffice.co.uk
Call: 03452 66 01 15
Textphone: 03457 22 33 55
FREEPOST Your Comments
This is all you need to add to your envelope for your letter to reach us.

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



We will display posters locally to inform customers. 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.

Details about the above services 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, then use the search function to find the engagement for this service either by service name, postcode, or the unique code **220552**.

Any information we receive will be carefully considered in our plans. We'll display posters locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

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.

Thank you for your support in restoring the Post Office service.

Yours faithfully

Matthew Walls

Matthew Walls
Network Provision Lead

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.

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.

**Some branches may need to make changes to their opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder**

Details of the new Outreach Service at: Widecombe In The Moor

Widecombe In The Moor Post Office

Café on the Green
Widecombe In The Moor
Newton Abbot
TQ13 7TA

Services

This Outreach service offers a similar range of Post Office products and services, with a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, On Demand Travel Insurance, and National Lottery.

Opening times

Monday	10:00 – 11:30
--------	---------------

Getting there

This Outreach Post Office service is located at Café on the Green in Widecombe In The Moor.
Parking is available at Widecombe In The Moor pay ad display car park.

Details of the new Outreach Service at: Drewsteignton

Drewsteignton Post Office

Drewe Arms
Drewsteignton
Exeter
EX6 6QN

Services

This Outreach service offers a similar range of Post Office products and services, with a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, On Demand Travel Insurance, and National Lottery.

Opening times

Wednesday	12:30 – 14:00
-----------	---------------

Getting there

This Outreach Post Office service is located at Drewe Arms in Drewsteignton.
Roadside parking is available outside Drewe Arms

Details of the new Outreach Service at: Postbridge

Postbridge Post Office

Dartmoor Visitors Centre
Postbridge
PL20 6TH

Services

This Outreach service offers a similar range of Post Office products and services, with a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, On Demand Travel Insurance, and National Lottery.

Opening times

Monday	12:15 – 13:30
--------	---------------

Getting there

This Outreach Post Office service is located at Dartmoor Visitors Centre in Postbridge.
There is a dedicated car park with designated disabled bays outside Dartmoor Visitors Centre.

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 **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 local elected representatives², the Consumer Advocacy Bodies and selected charities³, 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.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Consumer 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, Consumer 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
comments@postoffice.co.uk
FREEPOST Your Comments
Call: 03452 66 01 15
Textphone: 03457 22 33 55

² 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.

³ 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 ² and ³ 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.