



Dear Customer

Changes to Bickington Outreach Service

We are delighted to let you know that we will be restoring Post Office services to Kentisburyford on Friday 18 March 2022 at 11:45. The previous Post Office closed temporarily in December 2021 following the retirement of the postmaster and the withdrawal of the premises for Post Office use. We are pleased to be able to reinstate this Post Office as a permanent Hosted Outreach service.

The new service will be operated from Waytown Tearooms, Waytown Tea Rooms, Waytown Farm, Kentisbury, Barnstaple, EX31 4NS by the postmaster from Bickington Post Office and will offer a range of Post Office products and services.

To accommodate the new service, there will be some changes to the operating times of the Hosted Outreach service, provided by Bickington Post Office, at West Down and Bratton Fleming from Friday 18 March 2022. Full details of these services are provided at the end of this letter.

We will display posters locally 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 are keen to restore services to the local community of Kentisburyford as soon as possible, so we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of the change 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 Friday 11 March 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

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 Kentisburyford Outreach service either by Bickington Outreach service name, postcode, or the unique code 457519.

Once the plans have been finalised, we'll display a poster 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.

We do hope that you will support the new Outreach service.

Yours faithfully

Matthew Walls

Matthew Walls
Network Provision Lead

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 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.

Details of the new Outreach service:**Kentisburyford Hosted Outreach service**

Waytown Tea Rooms
Waytown Farm
Kentisbury
Barnstaple
EX31 4NS

Services

A range of Post Office products and services will be available.

Access and facilities

Waytown Tearooms has a wide door and level access at the entrance.

Opening times

Friday	11:45 – 13:45
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Getting there

This service will be located approximately 1.2 miles away from the previous Kentisburyford Post Office location, along varied terrain. A dedicated customer car park is available directly outside the premises.

Details of the change to existing Outreach services:

West Down Outreach Service, Between Pearl Dean and Murway, West Down, Ilfracombe, Devon, EX34 8NF

Current opening times

Monday	13:15 – 16:15
Wednesday	09:15 – 12:15
Friday	09:15 – 12:15

New opening times

Monday	13:15 – 16:15
Wednesday	09:15 – 12:15
Friday	09:00 – 11:00

Bratton Fleming Outreach Service, Next door to The Manse, Bratton Fleming, Barnstaple, Baptist Hall, Devon, EX31 4TG

Current opening times

Monday	09:15 – 12:15
Wednesday	13:15 – 16:15
Friday	13:15 – 16:15

New opening times

Monday	09:15 – 12:15
Wednesday	13:15 – 16:15
Friday	14:15 – 16:15

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.

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.

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

comments@postoffice.co.uk

FREEPOST Your Comments

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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.