



Dear Customer

Burscough Bridge Post Office – Hosted Outreach Services

We are restoring the Post Office services to the communities in Hollinfare, Calder Vale, St Michaels and making some changes to Catterall Hosted Outreach Post Office service as detailed below.

We are pleased to let you know, that following the temporary closure of Hollinfare Post Office branch, we are restoring the Post Office services to the community with the introduction of a temporary Hosted Outreach service, whilst we continue to seek a permanent solution.

The branch closed temporarily in November 2020 following the resignation of the postmaster and the withdrawal of the premises for Post Office use.

The new temporary Hosted Outreach service in Hollinfare will be operated from within St Helen's Church, School Lane, Hollinfare, Warrington, WA3 6LL.

We will also be restoring the Post Office services to the communities in Calder Vale and St Michaels. These Hosted Outreach services will operate from the same previous premises.

The Postmaster from Burscough Bridge Post Office currently operates an Outreach service in the area and is willing to extend the service to the above communities.

To accommodate the above Post Office services, we have made some minor changes to the current opening hours of the Hosted Outreach service at Catterall.

The changes to the Hosted Outreach services are scheduled to take effect from Tuesday 10 August 2021. If there are any unforeseen changes to the opening date, posters will be displayed locally to let customers know.

We will continue to review and monitor services on an on-going basis, and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

Details of changes to the Post Office services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

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

Yours faithfully

David Hunt

David Hunt
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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.

During the Coronavirus pandemic 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

New Temporary Hosted Outreach Service Details at: Hollinfare

Hollinfare Post Office

St Helen's Church

School Lane

Hollinfare

Warrington

WA3 6LL

Opening times

Friday	10:00 – 14:00
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Services

A wide range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

St Helen's Church has a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This temporary Hosted Outreach Post Office service is located approximately 260 metres away from the previous branch, along level terrain. Roadside parking is available nearby.

Details of the Hosted Outreach Service at: Calder Vale

Calder Vale Post Office

Calder Vale Village Hall
Victoria Terrace
Calder Vale
Preston
PR3 1SJ

Opening times

Tuesday	09:00 – 11:00
Thursday	14:30 – 16:30

Services

A wide range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

Calder Vale Village Hall has a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Hosted Outreach Post Office service is located at the same previous premises at Calder Vale Village Hall. Roadside parking is available nearby.

Details of the Hosted Outreach Service at: St Michaels

St Michaels Post Office

St Michaels Village Hall
Blackpool Road
St Michaels
Preston
PR3 0UA

Opening times

Tuesday	14:30 – 16:30
Thursday	09:00 – 11:00

Services

A wide range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

St Michaels Village Hall has a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Hosted Outreach Post Office service is located at the same previous premises at St Michaels Village Hall. There is a dedicated car park outside St Michaels Village Hall.

Details of changes to the existing Hosted Outreach Service at: Catterall

Catterall Post Office, Catterall Village Hall, 106 Garstang Road, Catterall,
Preston, PR3 1XN

Current opening times

Tuesday	09:30 – 12:30
Thursday	09:30 – 12:30

New opening times

Tuesday	11:15 – 14:15
Thursday	11:15 – 14:15

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 **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, 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

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.