



Dear Customer

Changes to Burscough Bridge Outreach Post Office Service
Affecting Bamfurlong and Rufford

We are writing to inform you that, regrettably, due to operational reasons the service at Bamfurlong, operated by the postmaster from Burscough Bridge Post Office, will be closing on Tuesday 29 August 2023 at 16:30.

Additionally, we will be restoring Post Office services to Rufford on Tuesday 5 September 2023. This service closed in June 2023, please accept our apologies that this wasn't communicated at that time.

Rufford service will be operating from the same location at St Marys Marina, Diamond Jubilee Road, Rufford, Ormskirk, L40 1TD, by the postmaster from Burscough Bridge Post Office and the opening hours will be changing.

Further details of the restored services at Rufford are provided at the end of this letter.

Posters will be displayed locally to tell 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.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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.

We do hope that you will support the service at Rufford.

Yours faithfully

David Hunt

David Hunt
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of the restored Post Office Service at Rufford

Rufford Hosted Post Office Service

St Marys Marina
Diamond Jubilee Road
Rufford
Ormskirk
L40 1TD

Services

The same services will be available.

Access and facilities

This service has a wide door and level access at the entrance.

New Opening times

Tuesday	12:30 – 16:45
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**Alternatives for Bamfurlong Outreach Post Office Service,
112 Lily Lane, Bamfurlong, Wigan, WN2 5JT**

Platt Bridge Post Office

1 Bank Building
Walthew Lane
Platt Bridge
Wigan
WN2 5DB

Services

Offers similar services, with the addition of National Lottery.

Access

This branch has a wide door and a step at the entrance.

Current Opening times

Monday - Friday	09:00 – 17:30
Saturday	10:00 – 13:00

Getting there

This Post Office service is located approximately 0.9 miles away from Bamfurlong Outreach Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Abram Post Office

357 Warrington Road
Abram
Wigan
WN2 5RZ

Services

Offers similar services, with the addition of National Lottery, however excluding Vehicle Tax, a Comprehensive range of Travel Money and On Demand Travel Insurance.

Opening times

Monday- Friday	08:00 – 18:00
Saturday	09:00 – 15:00
Sunday	09:00 – 12:00

Access

This branch has a wide door and a ramp with handrails.

Getting there

This Post Office service is located approximately 0.9 miles away from Bamfurlong Outreach Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

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 **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

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.