



Dear Customer,

## **Engaging with our customers - Share your views**

### **Changes to Child Okeford, Cerne Abbas Hosted Outreach Services.**

#### **Introduction of a new service at Milton Abbas.**

#### **Affected hosted services - East Stour, Pimperne, Shillingstone, Stourpaine, Bishops Caundle, Hazelbury Bryan, Winterbourne Stickland, Buckland Newton, Trent, Chetnole, Kings Stag & Longburton Hosted.**

The new postmaster at Child Okeford Post Office is unable to continue operating the Child Okeford Hosted Outreach services. However, the Postmaster from Cerne Abbas Post Office has agreed to operate three of these services at Bishops Caundle, Hazelbury Bryan, Winterbourne and Stickland and these will be transferred to the Cerne Abbas outreach service. Regrettably, the remaining four services at East Stour, Pimperne, Shillingstone & Stourpaine will cease operating from Friday 13 February 2026.

Additionally, we are really pleased to let you know that we will be restoring Post Office services to the community of Milton Abbas, following the closure of the branch in December 2025, with the introduction of a Hosted Outreach service which will also be run by the postmaster from Cerne Abbas Post Office. This service will commence on Thursday 19 March 2026 at 09:30-11:00 and will be available at Milton Abbas Sports Pavilion, Hoggan Down, Milton Abbas, DT11 0BE.

To accommodate the new Milton Abbas service, there will be some changes to the opening hours of the Cerne Abbas Hosted Outreach services at Buckland Newton, Trent, Chetnole, Kings Stag & Longburton from the week commencing Monday 16 March 2026.

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 this community of Milton Abbas 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 **17 March 2026**. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new outreach service 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](http://postofficeviews.co.uk), then use the search function to find the engagement for this service either by service name, postcode, or the unique code **322518**.

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 this new service.

Yours faithfully,

*Giles Hewson*

**Giles Hewson**  
Area Change Manager

**How to contact us:**

[postofficeviews.co.uk](http://postofficeviews.co.uk)  
[comments@postoffice.co.uk](mailto: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 service – Milton Abbas:**

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

For additional information about product availability call 03457 223344.  
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.  
Postage services from other companies are also available in selected branches

Milton Abbas Hosted Outreach Service	Services available
Milton Abbas Sports Pavilion Hoggan Down Milton Abbas DT11 0BE	A range of services will be available.
Opening times	Access
Thursday 09:30 – 11:00	Access is level at the entrance to this service.

### **Getting there**

Approximately 0.4 miles from the previous branch location, along varied terrain, parking is available at this service.

## Alternative branches for services affected by the closure of Child Okeford Hosted Outreach Services

### East Stour Hosted Outreach Service:

High Street Post Office	Services available
Cheapside House High Street Gillingham Dorset SP8 4AA	Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance.
Opening times	Access
Mon - Fri   09:00 – 17:30 Sat   09:00 – 12:30 Sun   Closed	Access is level at the entrance to the premises.

#### **Getting there**

Approximately 2.4 miles from East Stour Hosted Outreach Service, along varied terrain. Time restricted roadside parking is available outside the branch. Public transport is available to and from the surrounding area.

Wyke Post Office	Services available
Broad Robin Wyke Gillingham Dorset SP8 4PJ	Offers similar services, however excluding a comprehensive range of Travel Money, except Euro Travel Money, and Vehicle Tax.
Opening times	Access
Mon - Fri   09:00 – 17:30 Sat   09:00 – 13:00 Sun   Closed	Access is level at the entrance to the premises, Via a ramp with a handrail.

#### **Getting there**

Approximately 2.9 miles from East Stour Hosted Outreach Service, along varied terrain. Parking is available at the branch. Public transport is available to and from the surrounding area.

### Pimperne Hosted Outreach Service:

<b>Blandford Forum Post Office</b>	<b>Services available</b>
The Tabernacle Blandford Forum Dorset DT11 7DN	Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance.
<b>Opening times</b>	<b>Access</b>
Mon - Fri   09:00 – 17:00 Sat   09:00 – 13:30 Sun   Closed	Access is level via a ramp, with a handrail, at the entrance to the premises.
<b>Getting there</b>	
Approximately 2.7 miles from Pimperne Hosted Outreach Service, along varied terrain. Parking is available at the branch. Public transport is available to and from the surrounding area.	

<b>Iwerne Minster Post Office</b>	<b>Services available</b>
Iwerne Minster Blandford Forum Dorset DT11 8LW	Offers similar services, however excluding Euro Travel Money and Vehicle Tax.
<b>Opening times</b>	<b>Access</b>
Mon - Fri   09:00 – 13:00 Sat   09:00 – 12:00 Sun   Closed	There are steps at the entrance to the premises.
<b>Getting there</b>	
Approximately 3.4 miles from Pimperne Hosted Outreach Service, along varied terrain. Parking is available at this service. Public transport is available to and from the surrounding area.	

### Shillingstone Hosted Outreach Service:

<b>Okeford Fitzpaine Post Office</b>	<b>Services available</b>
The Cross Okeford Fitzpaine Blandford Forum Dorset DT11 0RF	Offers similar services, with the addition of Euro Travel Money however excluding Vehicle Tax.
<b>Opening times</b>	<b>Access</b>
Mon - Fri   07:00 – 19:00 Sat   07:00 – 17:00 Sun   08:00 – 12:30	Access is level at the entrance to the premises.
<b>Getting there</b>	
Approximately 3.8 miles from Shillingstone Hosted Outreach Service, along varied terrain. Parking is available nearby. Public transport is available to and from the surrounding area.	

<b>Child Okeford Post Office</b>	<b>Services available</b>
The Cross Child Okeford Blandford Forum Dorset DT11 8ED	Offers similar services, with the addition of Euro/Dollar Travel Money.
<b>Opening times</b>	<b>Access</b>
Mon - Fri   08:30 – 17:00 Sat   08:30 – 13:00 Sun   Closed	Access is level at the entrance to the premises.
<b>Getting there</b>	
Approximately 3.6 miles from Shillingstone Hosted Outreach Service, along varied terrain. Parking is available nearby. Public transport is available to and from the surrounding area.	

### Stourpaine Hosted Outreach Service:

<b>Blandford Forum Post Office</b>	<b>Services available</b>						
The Tabernacle Blandford Forum Dorset DT11 7DN	Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.						
<b>Opening times</b>	<b>Access</b>						
<table border="1"><tr><td>Mon - Fri</td><td>09:00 – 17:00</td></tr><tr><td>Sat</td><td>09:00 – 13:30</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Fri	09:00 – 17:00	Sat	09:00 – 13:30	Sun	Closed	Access is level at the entrance to the premises, via a ramp with a handrail.
Mon - Fri	09:00 – 17:00						
Sat	09:00 – 13:30						
Sun	Closed						

#### **Getting there**

Approximately 3.1 miles from Stourpaine Hosted Outreach Service, along varied terrain. Parking is available outside the branch. Public transport is available to and from the surrounding area.

<b>Child Okeford Post Office</b>	<b>Services available</b>						
The Cross Child Okeford Blandford Forum Dorset DT11 8ED	Offers similar services, with the addition of Euro/Dollar Travel Money.						
<b>Opening times</b>	<b>Access</b>						
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Mon - Fri	08:30 – 17:00						
Sat	08:30 – 13:00						
Sun	Closed						

#### **Getting there**

Approximately 3.6 miles from Stourpaine Hosted Outreach Service, along varied terrain. Parking is available outside the branch. Public transport is available to and from the surrounding area.

## Details of changes to existing services for Cerne Abbas Hosted Outreach

**Buckland Newton Outreach Service, Buckland Newton Village Hall, Locketts Lane, Buckland Newton, Dorchester, Doret, DT2 7BZ:**

Current opening times	New opening times
Monday 09:00 - 12:00	Monday 09:15 – 11:45
Tuesday 09:00 - 12:00	Friday 09:15 – 11:45
Friday 09:00 - 12:00	

**Trent Hosted Outreach Service, The Pamela Memorial Hambro Hall, West Street, Winterborne Stickland, Blandford Forum, Dorset,**

Current opening times	New opening times
Monday 13:15 – 15:15	Tuesday 14:00 – 15:15

**Chetnole Hosted Outreach Service, Chetnole Village Hall, Leigh Road, Chetnole, Sherborne, Dorset, DT9 6NU**

Current opening times	New opening times
Wednesday 09:30 – 12:30	Wednesday 09:30 – 12:00

**Kings Stag Hosted Outreach Service, The Green Man Pub, Kings Stag, Sturminster Newton Dorset DT10 2AY**

Current opening times	New opening times
Thursday 13:00 -15:00	Thursday 14:15-15:15

**Longburton Hosted Outreach Service, Cam Vale Community Hall, Wildewood Rise, Longburton, Sherbourne, Dorset, DT9 5FZ**

Current opening times	New opening times
Friday 13:00 – 15:00	Friday 13:15 – 15:15

**Bishops Caundle Outreach Service, High Street, Bishops Caundle, Sherborne, Dorset, DT9 5ND**

Current opening times	New opening times
Wednesday 14:00 -15:45	Tuesday 11:30 -13:00
Friday 14:00 -15:45	

**Hazelbury Bryan Outreach Service, The Red Barn, The Causeway, Hazelbury Bryan, Sturminster Newton, Dorset, DT10 2BH**

Current opening times	New opening times
Monday 10:00 -12:00	Tuesday 09:15 -10:45

**Winterbourne Stickland Outreach Service, The Pamela Memorial Hambro Hall, West Street, Winterborne Stickland, Blandford Forum, Dorset**

Current opening times	New opening times
Monday 14:00 -16:00	Thursday 11:45 -13:15

**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](http://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 closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified<sup>2</sup> and where there is no degradation of access to Post Office services (into and inside the premises).

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 locally elected representatives<sup>3</sup>, the Consumer Advocacy Bodies and selected charities<sup>4</sup>, 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.**

### **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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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](http://postofficeviews.co.uk)**

**Call: 03452 66 01 15**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>2</sup> Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

<sup>3</sup>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.

<sup>4</sup> 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 3 and 4 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.