



Dear Customer,

Changes to Churchinford Outreach Services
Affecting Blagdon Hill, Upottery, Buckland St Mary Outreach Services and Stockland & Ilton
Home Services

We are writing to inform you that, regrettably, the postmaster from Churchinford is no longer able to operate the Outreach services located at Blagdon Hill, Upottery and Buckland St Mary, due to low customer usage. These services will, therefore, be closing on Saturday 31 August 2024.

Additionally, Stockland & Ilton Home services, located at Churchinford Community Shop Barn Close, Churchinford, Taunton, EX14 9DS and Churchinford Community Shop Barn Close, Churchinford, Taunton TA19 9EN, will also be closing due to low customer usage on Saturday 30 November 2024.

We will display posters to tell customers about these changes. 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 apologise for the inconvenience the closures may cause and hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are provided at the end of this letter and the latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We continue to monitor service usage in the area and will ensure that any service provision is sustainable for both the person operating the service, and for Post Office Limited.

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

Yours faithfully,

Antoinette Chitty

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Network Provision Lead

Details of alternative branch services for Blagdon Hill Outreach Service:

Trull Post Office		Services		
Trull Stores 3 Honiton Road Trull Taunton TA3 7EP		Offers similar services, however excluding Vehicle Tax and On Demand Travel Insurance.		
Opening times		Access		
<table><tr><td>Mon - Fri</td><td>09:00 – 15:00</td></tr></table>		Mon - Fri	09:00 – 15:00	This branch has a wide door and a step at the entrance.
Mon - Fri	09:00 – 15:00			
Getting there				
This branch is approximately 2.1 miles from Blagdon Hill outreach service, along varied terrain. Parking is available outside the branch.				

Fore Street Post Office		Services
WH Smith Ltd 47-50 Fore Street Taunton TA1 1NE		Offers similar services, with the addition of a comprehensive range of Travel Money & Passport Check & Send.
Opening times		Access
Mon - Sat	09:00 – 17:30	This branch has a wide, automatic doors at the entrance.
Sun	10:00 – 16:00	
Getting there		
This branch is approximately 3.9 miles from Blagdon Hill outreach service, along varied terrain. Time restricted parking, with dedicated disabled bays, is available nearby.		

Details of alternative branch services for Upottery Outreach Service:

Churchinford Post Office		Services
1 Barn Close Churchinford Taunton TA3 7DJ		Offers similar services, with the addition of a Euro Travel Money, however excluding On Demand Travel Insurance.
Opening times		Access
Mon	10:00 – 17:15	This branch has a wide door with level access at the entrance.
Tue - Fri	09:00 – 17:15	
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
This branch is approximately 3.7 miles from Upottery Outreach service, along varied terrain. Parking is available opposite the branch at the Village Hall Car park.		

Yarcombe Outreach Service		Services
Yarcombe Village Hall Yarcombe Honiton EX14 9BD		Offers the same services.
Opening times		Access
Mon & Thu	08:30 – 18:00	This branch has a wide door and steps at the entrance.
Tue	No Service	
Wed & Fri	09:00 – 18:00	
Sat	No Service	
Sun	No Service	
Getting there		
This outreach service is approximately 3.3 miles from Upottery Outreach service, along varied terrain. Parking, with dedicated disabled bays, is available outside the Village Hall		

Details of alternative branch services for Buckland St Mary Outreach Service

Combe St Nicholas Post Office		Services
Vicarage Hill Combe St Nicholas Chard TA20 3LR		Offers similar services, with the addition of Euro Travel Money, however excluding Vehicle Tax.
Opening times		Access
Mon - Fri	07:30 – 18:00	This branch has level at the entrance to the premises.
Sat	07:30 – 17:00	
Sun	Closed	
Getting there		
This branch is approximately 2.7 miles from Buckland St Mary Outreach service, along varied terrain. Parking is available nearby.		

Horton Post Office		Services
Goose Lane Horton Ilminster TA19 9QQ		Offers similar services, with the addition of Euro/Dollar Travel Money, however excluding On Demand Travel Insurance.
Opening times		Access
Mon, Tue, Thu & Fri	09:00 – 13:00 14:00 – 17:30	This branch has a wide door and steps with handrails at the entrance.
Wed	09:00 – 13:00	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
This branch is approximately 3.6 miles from Buckland St Mary Outreach service, along varied terrain. Parking is available nearby.		

Details of alternative branch services for Stockland Home Service

Yarcombe Outreach Service			Services
Yarcombe Village Hall Yarcombe Honiton EX14 9BD			Offers similar services, with the addition of Vehicle Tax and On Demand Travel Insurance.
Opening times			Access
Mon & Thu	08:30 – 18:00		This branch has a wide door and steps at the entrance.
Tue	No Service		
Wed & Fri	09:00 – 18:00		
Sat	No Service		
Sun	No Service		
Getting there			
This outreach service is approximately 4 miles from Stockland Home service, along varied terrain. Parking, with dedicated disabled bays, is available outside the Village Hall.			

Chard Post Office			Services
12 Fore Street Chard TA20 1PH			Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times			Access
Mon - Fri	08:00 – 18:00		This branch has a wide door and level access at the entrance.
Sat	08:00 – 16:00		
Sun	09:00 – 13:00		
Getting there			
This branch is approximately 6.2 miles from Stockland Home service, along varied terrain. Time restricted parking, with a disabled bay, is available nearby.			

Details of alternative branch services for Ilton Home Service

Horton Post Office		Services
Goose Lane Horton Ilminster TA19 9QQ		Offers similar services, with the addition of Euro/Dollar Travel Money, however excluding On Demand Travel Insurance.
Opening times		Access
Mon, Tue, Thu & Fri	09:00 – 13:00 14:00 – 17:30	This branch has a wide door and steps with handrails at the entrance.
Wed	09:00 – 13:00	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
This branch is approximately 3.6 miles from Ilton Home service, along varied terrain Parking is available nearby.		

Ilminster Post Office		Services
East Street Ilminster TA19 0AJ		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	08:30 – 17:30	This branch has a wide door and steps with handrails at the entrance.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
This branch is approximately 3.2 miles from Ilton Home service, along varied terrain. Time restricted parking is available outside the branch. 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
- Unplanned closure¹/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.