



Dear Customer

Cliff Lane Mobile Service
Changes to Cliff Lane Mobile Services

We are pleased to let you know that we are restoring the Post Office service to the community of Elmsett with the introduction of a Mobile van service. This Mobile service will commence from Tuesday 14 November 2023.

Since the closure of the above service, we have continued to work to identify a solution to restore Post Office services to the local community. We are introducing a Mobile service, which is a tried and tested way of maintaining services to smaller communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises.

The postmaster from Cliff Lane Post Office will provide the Mobile service to the community in Elmsett. The establishment of Mobile service presents the best possible solution to restore Post Office services to the local community, whilst we seek a permanent solution.

To accommodate the above new Mobile service, we are also making changes to the current opening hours at Layham and Wattisham Airfield Mobile services.

The above changes will take effect from Tuesday 14 November 2023. Details of changes to the Mobile 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.

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 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. We are confident that the changes will be welcomed by our customers in the local communities.

If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

Wendy Hamilton

Wendy Hamilton
Network Provision Lead

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.

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

Details of the new Mobile Service at: Elmsett

Elmsett Mobile Post Office Service

Rose & Crown Public House
The Street
Elmsett
Ipswich
IP7 6PA

Services

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

Opening times

Tuesday	12:30 – 13:30
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Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Getting there

This Mobile Post Office service is located approximately 110 metres away from the previous branch, along level terrain.

Roadside parking is available nearby.

Details of the change to existing Mobile Service at: Layham

Layham Mobile Service, Brett Green, Layham,
Ipswich, IP7 5LX

Current opening times

Tuesday	11:00 – 13:00
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New opening times

Tuesday	11:00 – 12:00
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Details of the change to existing Mobile Service at: Wattisham Airfield

Wattisham Airfield Mobile Service, Outside Old Shop,
Wattisham Airfield, Ipswich, IP7 7RA

Current opening times

Tuesday	14:00 – 16:00
Friday	14:00 – 16:00

New opening times

Tuesday	14:00 – 16:00
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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.

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

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.