



Dear Customer

Changes to Outreach services

Crewkerne Post Office

We are writing to let you know that we are making some changes to the existing Outreach services at Mosterton, Broadwindsor, Thorncombe, Stoke St Gregory, and Shepton Beauchamp. These services will be operated from a Mobile van, with some minor changes to the opening hours.

We are pleased to let you know that we are restoring Post Office services to the communities of Odcombe, Tintinhull, Chilthorne Domer, and Melbury Osmond with the introduction of a Mobile service.

Since the closure of the above services, we have continued to work to identify a solution to restore Post Office services to the local communities. We are therefore planning to introduce 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 establishment of Mobile services presents the best possible solution to restore Post Office services to these communities.

The Outreach services at Charmouth, Charmouth Library, The Street, Charmouth, Bridport, DT6 6PE, and Charmouth 2, The Holland Rooms, Bridge Road, Charmouth, Bridport, DT6 6QP, will cease. We are introducing a mobile van service at a new stop and changing the opening hours to ensure that communities have continued access to Post Office services in the local area. This new Mobile service will operate from outside the Charmouth Community Centre, Lower Sea Lane, Charmouth, Bridport, DT6 6LH, on Thursdays, between, 11:30 and 16:00.

We will be re-opening the Post Office services at North Cadbury, Buckhorn Weston, Charlton Horethorne, and Corton Denham, as a Mobile service. These services will operate from the previous mobile stop locations, with new opening hours.

To accommodate the above changes, we will be making some changes to the current opening hours at Uploders Outreach service.

The above services will be provided by the postmaster from Crewkerne Post Office and this change will take effect from week commencing, Monday 20 November 2023.

Further details of the changes to these services are provided at the end of this letter.

We are keen to restore services to this community 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:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the new opening hours?

We will be accepting comments until 1 December 2023. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

How to contact us:

postofficeviews.co.uk
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



We will display posters locally to inform 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.

Details about the above services 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, then use the search function to find the engagement for this service either by service name, postcode, or the unique code **432549**.

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.

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

Yours faithfully

Antoinette Chitty

Antoinette Chitty
Network Provision Lead

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.

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

Changes to the existing Outreach services:

Current Outreach Service at Mosterton
Mosterton Village Hall, Mosterton, Beaminster, DT8 3HG

Current Outreach opening hours

Monday	13:30 – 15:30
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New Mobile Service at Mosterton

From the Car Park
Mosterton Village Hall
Main Road
Mosterton
DT8 3QP

New opening hours

Monday	13:45 – 14:45
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Services

The same range of Post Office products and services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Mobile service stop will be located at the Mosterton Village Hall car park.

Parking is available at the Mosterton Village Hall car park.

Current Outreach Service at Broadwindsor
Old Comrades Hall, High Street, Broadwindsor, Beaminster, DT8 3QP

Current Outreach opening hours

Tuesday	10:00 – 12:30
Friday	10:00 – 12:30

New Mobile Service at Broadwindsor

From the Car Park
Broadwindsor Village Hall
High Street
Broadwindsor
DT8 3QP

New opening hours

Monday	12:15 – 13:15
Thursday	09:15 – 10:45

Services

The same range of Post Office products and services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Mobile service stop will be located at the Broadwindsor Village Hall car park.

Parking is available at the Broadwindsor Village Hall car park.

**Current Outreach Service at Thorncombe
Chard Street, Thorncombe, Chard, TA20 4NF**

Current Outreach opening hours

Monday	10:00 – 12:00
Wednesday	10:00 – 12:00

New Mobile Service at Thorncombe
From outside the Thorncombe Village Shop
Thorncombe
Chard
TA20 4NF

New opening hours

Monday	09:15 – 11:45
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Services

The same range of Post Office products and services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Mobile service stop will be located outside the Thorncombe Village Shop.
Roadside parking is available nearby.

**Current Outreach Service at Stoke St Gregory
The Village Hall, Stoke St Gregory, TA3 6EU**

Current Outreach opening hours

Thursday	10:15 – 12:15
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New Mobile Service at Stoke St Gregory

From the Car Park

The Royal Oak

Huntham Lane

Taunton

TA3 6EH

New opening hours

Friday	11:30 – 12:30
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Services

The same range of Post Office products and services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Mobile service stop will be located at The Royal Oak car park.

Parking is available at The Royal Oak car park.

Current Outreach Service at Shepton Beauchamp
Angies, The Shambles, Shepton Beauchamp, Ilminster, TA19 0LN

Current Outreach opening hours

Wednesday	13:30 – 15:30
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New Mobile Service at Shepton Beauchamp

From outside Angies

The Shambles

Shepton Beauchamp

Ilminster

TA19 0LN

New opening hours

Friday	09:15 – 10:45
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Services

The same range of Post Office products and services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Mobile service stop will be located outside Angies.

Roadside parking is available nearby.

Restoring Post Office services at:

Details of the new Mobile service: Odcombe

Odcombe Mobile Post Office

From the Car Park
Odcombe Village Hall
Rex Road
Higher Odcombe
Yeovil
BA22 8XP

Services

A range of services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Opening times

Wednesday	11:00 – 12:00
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Getting there

This Mobile service stop will be located at the Odcombe Village Hall car park.

Parking is available at the Odcombe Village Hall car park.

Details of the new Mobile service: Tintinhull

Tintinhull Mobile Post Office

From outside the
Tintinhull Working Mens Club
2 Vicarage Street
Tintinhull
Yeovil
BA22 8PY

Services

A range of services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Opening times

Wednesday	09:30 - 10:30
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Getting there

This Mobile service stop will be located outside the Tintinhull Working Mens Club.

Roadside parking is available nearby.

Details of the new Mobile service: Chilthorne Domer

Chilthorne Domer Mobile Post Office

From the Car Park
Chilthorne Domer Village Hall
Main Street
Chilthorne Domer
Yeovil
BA22 8RD

Services

A range of services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Opening times

Wednesday	12:30 – 13:30
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Getting there

This Mobile service stop will be located at the Chilthorne Domer Village Hall car park.

Parking is available at the Chilthorne Domer Village Hall car park.

Details of the new Mobile service: Melbury Osmond

Melbury Osmond Mobile Post Office

From the Car Park
Melbury Osmond Village Hall
Melbury Osmond
Dorchester
DT2 0LU

Services

A range of services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Opening times

Wednesday	14:15 – 15:15
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Getting there

This Mobile service stop will be located at the Melbury Osmond Village Hall car park.

Parking is available at the Chilthorne Domer Village Hall car park.

Introducing a Mobile Van Service

New Mobile Service at Charmouth
From outside the Charmouth Community Centre,
Lower Sea Lane, Charmouth, Bridport, DT6 6LH

Opening times

Thursday	11:30 – 16:00
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Services

The same range of Post Office products and services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Mobile service stop will be located outside the Charmouth Community Centre.

Roadside parking is available nearby.

Re-opening the Post Office services at:

Details of the new Mobile service: North Cadbury

North Cadbury Mobile Post Office

From outside the
Village Stores
6 Woolston Road
North Cadbury
Yeovil
BA22 7DW

Services

A range of services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Opening times

Tuesday	14:30 – 16:30
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Getting there

This Mobile service stop will be located outside the Village Stores, Woolston Road, in North Cadbury. Roadside parking is available nearby.

Details of the new Mobile service: Buckhorn Weston

Buckhorn Weston Mobile Post Office

From the Car Park
Buckhorn Weston Village Hall
Buckhorn Weston
Gillingham
SP8 5HF

Services

A range of services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Opening times

Tuesday	13:00 – 14:00
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Getting there

This Mobile service stop will be located at the Buckhorn Weston Village Hall car park. Parking is available at the Buckhorn Weston Village Hall car park.

Details of the new Mobile service: Charlton Horethorne

Charlton Horethorne Mobile Post Office Services

From The Car Park

The Kings Arms

B3145

Charlton Horethorne

Sherborne

DT9 4NL

A range of services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Opening times

Tuesday	10:30 – 12:30
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Getting there

This Mobile service stop will be located outside The Kings Arms.

Roadside parking is available nearby.

Details of the new Mobile service: Corton Denham

Corton Denham Mobile Post Office Services

From outside the

Corton Denham Village Hall

Middle Ridge Lane

Corton Denham

Sherborne

DT9 4LR

Services

A range of services will continue to be available.

Access

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

Internally, there will be a hearing loop and space for a wheelchair.

Opening times

Tuesday	09:45 – 10:15
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Getting there

This Mobile service stop will be located outside the Corton Denham Village Hall.

Roadside parking is available nearby.

Details of the change to existing Mobile service at: Uploders

Uploders Mobile Post Office Service, Uploders Methodist Chapel, Uploders, Bridport, DT6 4NT

Current opening times

Tuesday	13:15 – 14:45
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New opening times

Wednesday	13:00 – 14:30
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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.