



Dear Customer

**Changes to Elburton Outreach Service**  
**Affecting Lee Mill Bridge, Rattery, Down Thomas, Wotter, Ugborough and**  
**Cornwood Outreach Services**

Post Office has undertaken a comprehensive review of the branch network, including the outreach services provided by the Postmaster at Elburton Post Office, to ensure that it continues to meet evolving customer needs in a very challenging economic climate. The review examines the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services.

It's important that the outreach branches provided from Elburton Post Office operate sustainably, and regrettably the service provided at Church Hall, Lee Mill Bridge, Ivybridge, PL21 9EF will need to close due to low customer usage. The date will be confirmed as soon as possible.

From Monday 7 April 2025 there will also need to be some changes to the opening hours of the following Outreach services, also operated by the Postmaster from Elburton Post Office: Rattery, Down Thomas, Wotter, Ugborough and Cornwood. Full details of these changes can be found at the end of this letter.

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 closure may cause. We 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](http://www.postoffice.co.uk/branch-finder)

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.

If you are a local representative we will write to you again if we have any news about plans for future service provision.

Yours faithfully

*Matthew Walls*

**Matthew Walls**  
**Area Change Manager**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

### Details of Alternative branches for Lee Mill Bridge Outreach Service:

Abbots Court Post Office		Services
Abbots Court Abbots Road Ivybridge PL21 9TF		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 18:30	This branch has a wide automatic door and level access at the entrance.
Sat	09:00 – 13:00	
Sun	Closed	

#### Getting there

This service is approximately 1.9 miles from Lee Mill Bridge Outreach Service, along varied terrain. Customer parking is available onsite. There is a bus service between Lee Mill Bridge Outreach Service and this service. The bus stop is approximately 27 metres away.

Ivybridge Post Office		Services
2 Glanvilles Mill Ivybridge PL21 9PS		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	This branch has a wide door and level access at the entrance.
Sat	09:00 – 12:30	
Sun	Closed	

#### Getting there

This service is approximately 2.5 miles from Lee Mill Bridge Outreach Service, along varied terrain. Shopping Centre customer parking is available onsite. There is a bus service between Lee Mill Bridge Outreach Service and this service. The bus stop is approximately 280 metres away.

Details of the change to the existing Outreach service opening hours from week commencing Monday 7 April 2025:			
Rattery Outreach Service		The Village Hall, Rattery, South Brent, TQ10 9LD	
<b>Previous opening times</b>		<b>New opening times</b>	
Monday	No Service	Monday	No Service
Tuesday	09:00 – 11:30	Tuesday	10:00 – 11:00
Wednesday	No Service	Wednesday	No Service
Thursday	No Service	Thursday	No Service
Friday	No Service	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

Details of the change to the existing Outreach service opening hours from week commencing Monday 7 April 2025:			
Down Thomas Outreach Service		Silver Jubilee Hall, Renny Road, Down Thomas, PL9 0AN	
<b>Previous opening times</b>		<b>New opening times</b>	
Monday	No Service	Monday	No Service
Tuesday	12:30 – 14:30	Tuesday	12:30 – 14:30
Wednesday	No Service	Wednesday	No Service
Thursday	No Service	Thursday	No Service
Friday	10:00 – 12:00	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

Details of the change to the existing Outreach service opening hours from week commencing Monday 7 April 2025:			
Wotter Outreach Service		Moorland Hotel, Wotter, Plymouth, PL7 5HP	
<b>Previous opening times</b>		<b>New opening times</b>	
Monday	11:15 – 13:00	Monday	No Service
Tuesday	No Service	Tuesday	No Service
Wednesday	No Service	Wednesday	09:30 – 10:30
Thursday	No Service	Thursday	No Service
Friday	No Service	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

Details of the change to the existing Outreach service opening hours from week commencing Monday 7 April 2025:			
Ugborough Outreach Service		St Peters Church, Ugborough, Ivybridge, PL21 0NG	
<b>Previous opening times</b>		<b>New opening times</b>	
Monday	No Service	Monday	No Change
Tuesday	No Service	Tuesday	No Service
Wednesday	No Service	Wednesday	No Service
Thursday	10:00 – 12:30	Thursday	10:15 – 11:45
Friday	No Service	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

Details of the change to the existing Outreach service opening hours from week commencing Monday 7 April 2025:			
Cornwood Outreach Service		Village Hall, Cornwood, Ivybridge, PL21 9PZ	
<b>Previous opening times</b>		<b>New opening times</b>	
Monday	13:30 – 16:30	Monday	No Service
Tuesday	No Service	Tuesday	No Service
Wednesday	09:00 – 12:00	Wednesday	11:15 – 12:30
Thursday	13:30 – 15:30	Thursday	13:00 – 14:15
Friday	No Service	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

**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 - [ostofficeviews.co.uk](https://ostofficeviews.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 closure<sup>1</sup>/ 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where 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.