



Dear Customer

Grayshott Mobile Services

We are delighted to let you know that we will be restoring the Post Office services to the communities of Hordle, Milford On Sea, Cadnam and West Wellow.

Since the closure of the above branches, we have been working hard to identify a solution to restore services locally and we are pleased to be able to reinstate a temporary Mobile Post Office service to the communities, whilst we continue to seek a permanent solution.

We are therefore introducing a Mobile service, which is a tried and tested way of maintaining services to the 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 that has formed part of our operational network for some years now.

We are pleased to inform to you that the Postmaster from Grayshott Post Office who currently operates a Mobile service in the area, will be extending the Mobile service to the above locations and this is planned to commence from Friday 23 July 2021.

Details of changes to the 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.

We appreciate that for some customers the opening times may be less convenient than for others and these opening times reflect customer usage which will allow us to maintain a Post Office service to the community for the longer term. 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.

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

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

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

Yours faithfully

Graham Brander

Graham Brander
Network Provision Lead

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How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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.

During the Coronavirus pandemic 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

New Temporary Mobile Service Details at: Hordle

Hordle Post Office

At the Car Park

The Pavilion

Vaggs Lane

Hordle

Lymington

SO41 0FP

Opening times

Friday	11:30 – 13:30
Saturday	09:30 – 11:30

Services

A range of Post Office services will continue to be available.

Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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 service is located approximately 0.2 miles away from the previous branch, along varied terrain.

Parking is available at The Pavilion Car Park with designated disabled bays.

There are local buses serving the surrounding area.

New Temporary Mobile Service Details at: Milford On Sea

Milford On Sea Post Office

At the Car Park
Milford On Sea Village
Community Centre
9 Sea Road
Milford On Sea
Lymington
SO41 0PH

Opening times

Friday	14:15 – 16:15
Saturday	11:45 – 13:45

Services

A range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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 service is located approximately 0.1 mile away from the previous branch, along varied terrain. Parking is available at the Village Car Park adjacent to the Community Centre with designated disabled bays. There are local buses serving the surrounding area.

New Temporary Mobile Service Details at: Cadnam

Cadnam Post Office

At the Car Park
The White Hart
Old Romsey Road
Cadnam
Southampton
SO40 2NP

Opening times

Friday	10:00 – 11:00
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Services

A range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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 service is located approximately 0.2 miles away from the previous branch, along varied terrain. Parking is available at The White Hart Car Park. There are local buses serving the surrounding area.

New Temporary Mobile Service Details at: West Wellow

West Wellow Post Office

At the Car Park
Wellow Village Hall
Buttons Lane
West Wellow
Romsey
SO51 6BR

Opening times

Friday	08:45 – 09:45
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Services

A range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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 service is located approximately 0.4 miles away from the previous branch, along varied terrain. Parking is available at the Wellow Village Hall Car Park. There are local buses serving the surrounding area.

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
- 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, Citizens Advice 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, Citizens Advice 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

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.