



Dear Customer

Engaging with our customers - Share your views

Changes to Great Massingham Mobile Service
Affecting Weasenham, Whissonsett, Helhoughton, East Rudham, Bircham
Ingoldisthorpe, Snettisham & West Newton

We are really pleased to let you know that we are restoring Post Office services to the community of Whissonsett with the introduction of a permanent Mobile service. The new Mobile service will commence on Friday 9 September 2022 at 09:00, operating from outside Village Hall, London Street, Whissonsett, Dereham, NR20 5ST.

Since the closure of the previous Whissonsett Hosted Post Office service in March 2020, we have continued to work to identify a solution to restore Post Office services to the local community. 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.

We are therefore pleased to inform you that the postmaster from Great Massingham Post Office is willing to offer services to the above location. The establishment of Mobile service presents the best possible solution to restore Post Office services to the community of Whissonsett. Further details of the new Mobile service are provided at the end of this letter.

To accommodate the new Mobile service, there will be some changes to the operating hours of the current Mobile services, also managed by the postmaster from Great Massingham Post Office, at Helhoughton, East Rudham, Bircham, Ingoldisthorpe, Snettisham and West Newton, commencing from Friday 9 September 2022

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

We will display posters locally to tell customers the good news. 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 would like to hear from you

As we are keen to restore services to the community of Whissonsett as soon as possible, we have decided to go ahead with our plans. Restoring the service as a Mobile service is a commercial decision

for Post Office Ltd and we are not seeking feedback on this aspect of the change. 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 planned day and opening hours?

We will be accepting comments until Friday 16 September 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new service 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 220471.

Once the plans have been finalised, we'll display posters 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.

We do hope that you will support this new service.

Yours faithfully

Matthew Hatfull

Matthew Hatfull
Network Provision Lead

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 store.



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.

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

Details of the new Mobile service:

Whissonsett Mobile Post Office Service

Outside Village Hal, London Street
Whissonsett
Dereham
NR20 5ST

Services

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

Access and facilities

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

Opening times

Friday	09:00 – 09:50
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Getting there

This Mobile Post Office service will be located in the car park of the previous Outreach service location. Parking is available close to where the Mobile van will be parked.

Details of the changes to Mobile services in Weasenham, Helhoughton, East Rudham, Bircham, Ingoldisthorpe, Snettisham and West Newton

Helhoughton Mobile Service, The Street, Helhoughton, Fakenham, NR21 7BP

Current opening times

Friday	09:00- 09:45
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New opening times

Friday	10:05 – 10:50
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East Rudham Mobile Service, Car Park, The Green, East Rudham, PE31 8QZ

Current opening times

Monday	09:20 – 10:20
Tuesday	09:20 – 10:20
Wednesday	15:10 – 16:10
Thursday	09:20 - 10:20
Friday	10:20 – 11:20

New opening times

Monday	09:20 – 10:20
Tuesday	09:20 – 10:20
Wednesday	15:10 – 16:10
Thursday	09:20 - 10:20
Friday	11:00 – 12:00

Bircham Mobile Service, Bircham Social Club, Church Lane, Bircham, Kings Lynn, PE31 6XS

Current opening times

Monday	10:45 – 11:30
Tuesday	10:45 – 11:30
Thursday	10:45 – 11:30
Friday	11:30 – 12:15

New opening times

Monday	10:45 – 11:30
Tuesday	10:45 – 11:30
Thursday	10:45 – 11:30
Friday	12:10 – 12:55

**Ingoldisthorpe Mobile Service, Village Hall, Hill Road, Ingoldisthorpe,
Kings Lynn, PE31 6NZ**

Current opening times

Monday	11:45 – 12:15
Tuesday	11:45 – 12:15
Thursday	11:45 – 12:15
Friday	13:00 – 13:45

New opening times

Monday	11:45 – 12:15
Tuesday	11:45 – 12:15
Thursday	11:45 – 12:15
Friday	13:50 – 14:40

**Snettisham Mobile Service, Snettisham Village Hall, 13 Old Church Road,
Snettisham, PE31 7LX**

Current opening times

Monday	12:50 – 13:50
Tuesday	12:50 – 13:50
Thursday	12:50 – 13:50
Friday	13:50 – 14:50

New opening times

Monday	12:50 – 13:50
Tuesday	12:50 – 13:50
Thursday	12:50 – 13:50
Friday	14:50 – 15:50

**West Newton Mobile Service, Layby Opposite Village Shop, West Newton,
Kings Lynn, PE31 6AT**

Current opening times

Friday	15:05 – 15:45
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New opening times

Friday	16:00 – 16:40
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**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 **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.

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

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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.