



Dear Customer

Changes to Great Massingham Mobile service

We are really pleased to let you know that we are restoring Post Office services to the communities of Weybourne and Baconsthorpe with the introduction of a Mobile service. The new service will start operating from week commencing 17 May 2021. The previous Hosted Outreach service serving the both areas ceased on week starting 12 April 2021 due to the resignation of the operator.

A Mobile service is a tried and tested way of maintaining service 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 that has formed part of our operational network for some years now.

We are therefore pleased to inform you that the postmaster from Great Massingham Post Office is willing to offer services to the above locations. The establishment of Mobile service presents the best possible solution to restore Post Office services to these communities.

To accommodate the new locations, there will be some changes to the current operating times of Massingham Mobile service at East Rudham, Burnham Deepdale, Bircham, West Newton, Ingoldisthorpe, Snettisham, Sedgeford, Thornham, Field Dalling, Langham and Harpley starting on week commencing 17 May 2021. Further details of the changes to these services are provided at the end of this letter.

I know that the communities of Weybourne and Baconsthorpe will join me in welcoming this good news and hope that you and our customers will use the new services. 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 services, 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. A copy is available at the end of this letter.

Thank you for your support in restoring Post Office services.

Yours faithfully

Matthew Hatfull
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of the new Mobile services:**Weybourne Mobile service**

Weybourne Village Hall Car Park
Beach Lane
Weybourne
Holt
NR25 7AH

Opening times

Wednesday	11:00 – 12:00
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Services

A wide range of Post Office services will be available.

Access and facilities

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.

Transport/parking

Parking is available close to where the Mobile van will be parked.

Route

This Post Office service will be provided from car park of the Village Hall where previous Outreach service was located.

Baconsthorpe Mobile service

Village Hall Car Park
School Lane
Baconsthorpe
Holt
NR25 6LJ

Opening times

Wednesday	09:40 – 10:40
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Services

A wide range of Post Office services will be available.

Access and facilities

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.

Transport/parking

Parking is available close to where the Mobile van will be parked.

Route

This Post Office service will be provided from car park of the Village Hall where previous Outreach service was located.

Details of the opening times changes to existing Mobile services from 17 May 2021:

Burnham Deepdale Mobile Service, Outside of the Delegate Market Cafe & Shopping
Main Road, Burnham Deepdale, Kings Lynn, PE31 8FB

Current opening times

Tuesday	12:30 – 13:30
Wednesday	11:45 – 12:45

New opening times

Monday	16:00 – 16:30
Tuesday	16:00 – 16:30
Wednesday	13:10 – 13:45
Thursday	16:00 – 16:30

East Rudham Mobile Service, Car Park, The Green, East Rudham, Kings Lynn, PE31 8QZ

Current opening times

Monday	08:00 – 10:00
Tuesday	08:00 – 10:00
Thursday	08:00 – 10:00

New 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

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

Current opening times

Monday	16:00 – 17:30
Wednesday	13:30 – 14:30

New opening times

Friday	15:05 – 15:45
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Ingoldisthorpe Mobile Service, Ingoldisthorpe Village Hall Car Park, 36 Hill Road, Ingoldisthorpe, Kings Lynn, PE31 6NZ

Current opening times

Thursday	13:15 – 14:15
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New opening times

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

Snettisham Mobile Service, Road outside Snettisham Village Hall, 13 Old Church Road, Snettisham, Kings Lynn, PE31 7LX

Current opening times

Thursday	10:45 – 12:45
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New opening times

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

Sedgeford Mobile Service, Sedgeford Village Hall Car Park, Jarvie Close, Sedgeford, Hunstanton, PE36 5NG

Current opening times

Tuesday	10:45 – 11:45
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New opening times

Monday	14:15 – 14:45
Tuesday	14:15 – 14:45
Thursday	14:15 – 14:45

Thornham Mobile Service, Thornham Village Hall Car Park, High Street, Thornham, Hunstanton, PE36 6LX

Current opening times

Tuesday	14:15 – 15:15
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New opening times

Monday	15:15 – 15:45
Tuesday	15:15 – 15:45
Wednesday	14:00 – 14:45
Thursday	15:15 – 15:45

Field Dalling Mobile Service, Field Dalling Village Hall Car Park, Holt Road, Field Dalling, Holt, NR25 7AS

Current opening times

Wednesday	09:45 – 10:45
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New opening times

Wednesday	08:00 – 08:40
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Langham Mobile Service, Outside of the Langham Parish Room, Binham Road, Langham, Holt, NR25 7AB

Current opening times

Wednesday	08:00 – 09:00
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New opening times

Wednesday	08:50 – 09:20
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Harpley Mobile Service, Rose and Crown Car Park, Nethergate Street, Harpley, Kings Lynn, PE31 6TW

Current opening times

Monday	10:45 – 11:45
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New opening times

Monday	08:00 – 08:30
Tuesday	08:00 – 08:30
Wednesday	16:20 – 16:45
Thursday	08:00 – 08:30

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

Current opening times

Monday	14:15 – 15:15
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New opening times

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

**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

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.

*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 locally 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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:*

- Permanent closure of a Post Office branch⁴
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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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Textphone: 03457 22 33 55

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

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.

⁴ 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.

⁵ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.