



Dear customer

Changes to Great Massingham Mobile Post Office Service
Affecting East Rudham, Thornham, Brancaster, Field Dalling, Weybourne, Baconsthorpe,
Walsingham, Harpley

We are delighted to let you know that we will be restoring Post Office services to Walsingham on Wednesday 27 September 2023 at 08:00. The previous Mobile service, operated by the postmaster from Guist Post Office, ceased temporarily on 13 September 2023 due to operational issues. We are pleased to be able to reinstate the Mobile service, which will be operated from the same location by the postmaster from Great Massingham Post Office.

To accommodate the new Mobile service there will be some changes to the current opening hours at East Rudham, Thornham, Brancaster, Field Dalling, Weybourne, Baconsthorpe & Harpley, also operated by the postmaster from Great Massingham Post Office. Changes to these services will start from week commencing 25 September 2023.

Further details of these changes to this service 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.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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.

We do hope that you will support this new service.

Yours faithfully

Matthew Hatfull

Matthew Hatfull
Network Provision Lead

How to contact us:

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

Details of the restored Mobile Service at Walsingham

Walsingham Mobile Post Office Service

Near Norfolk Riddle

Wells Road

Walsingham

Norfolk

NR22 6DJ

Services

The same services will be available.

Access and facilities

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.

Opening times

Wednesday	08:00 – 09:00
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Details of the changes to the existing Mobile services:

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

Current opening times

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

New opening times

Wednesday	15:40 – 16:20
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Thornham Mobile Service, Thornham Village Hall, High Street, Thornham, Hunstanton, Norfolk, PE36 6LX

Current opening times

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

New opening times

Wednesday	14:45 – 15:15
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Brancaster Mobile Service, Parking OPP shops Brancaster Staithe/Burnham Deepdale Norfolk, PE31 8FB

Current opening times

Monday - Friday	09:00 – 12:30
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New opening times

Wednesday	14:00 – 14:30
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Field Dalling Mobile Service, Field Dalling Village Hall, Holt Road, Field Dalling Norfolk, NR25 7AS

Current opening times

Wednesday	08:00 – 08:40
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New opening times

Wednesday	09:15 - 09:40
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**Weybourne Mobile Service, Village Hall car park, Beach Lane, Weybourne
Norfolk, NR25 7AH**

Current opening times

Wednesday	11:00 -12:00
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New opening times

Wednesday	11:50 – 12:30
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**Baconsthorpe Mobile Service, Baconsthorpe Village Hall, Baconsthorpe
Norfolk, NR25 6LJ**

Current opening times

Wednesday	09:40 -10:40
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New opening times

Wednesday	10:45 – 11:30
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**Harpley Mobile Service, Rose and Crown car park, Nethergate Street, Harpley
Norfolk, PE31 6UB**

Current opening times

Monday, Tuesday, Thursday	09:40 – 10:40
Wednesday	16:20 – 16:45

New opening times

Wednesday	16:25 – 16:45
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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 **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

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.