



Dear Customer

Changes to Guist Outreach Post Office Service
Affecting Wood Norton Mobile Service, Stibbard Mobile Service, Indolveston Mobile Service
Fulmodeston Mobile Service, Walsingham Mobile Service & Hindringham Mobile Service

We are writing to inform you that, regrettably, due to operational reasons the services at Wood Norton, Stibbard, indolveston, Fulmodeston, Walsingham and Hindringham, operated by the Postmaster from Guist Post Office will be closing temporarily on Wednesday 13 September 2023.

Looking after a nationwide network of Post Office services, we have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. We can assure you that we will continue to work to find a solution that will provide a Post Office service to Stibbard, indolveston, Fulmodeston, Walsingham & Hindringham communities.

We will display posters in the local area to inform customers.

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 apologise for any inconvenience these temporary closures may cause. We hope that our customers will continue to use Post Office services and details of possible alternative Post Office branches in the area are shown at the end of this letter. There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

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.

Yours faithfully

Matthew Hatfull

Matthew Hatfull
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Alternative branches

There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Alternative services for Wood Norton Mobile Service, Village Green, Wood Norton, Dereham, NR20 5BA

Guist Post Office

Fakenham Road
Guist
Dereham
NR20 5AJ

Services

Offers the same services.

Access and facilities

This branch has a wide door and a ramp at the entrance.

Opening times

Monday - Friday	09:00 – 16:00
Saturday	09:30 – 11:00
Sunday	Closed

Getting there

This Post Office service is located approximately 2.4 miles away from Wood Norton Mobile Service, along varied terrain. Layby parking is available nearby. There are local buses serving the surrounding area.

Bintree Outreach Post Office Service

St Swithins Church
Church Lane
Bintree
Dereham
NR20 5NJ

Services

Offers similar services with the addition of On Demand Travel Insurance.

Access and facilities

This service has a wide door and level access at the entrance.

Opening times

Wednesday	08:30 – 10:30
Friday	12:30 – 14:30

Getting there

This Post Office service is located approximately 3.3 miles away from Wood Norton Mobile Service, along varied terrain. Parking is available at this service. There are local buses serving the surrounding area.

**Alternative service for Stibbard Mobile Service, Next to the telephone box
Moor End, Stibbard, Fakenham, NR21 0EN**

Great Ryburgh Post Office

1 The Granary
Station Road
Great Ryburgh
Fakenham
NR21 0TG

Services

Offers similar services with the addition of National Lottery.

Access and facilities

This branch has a wide door and steps with handrails at the entrance.

Opening times

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Getting there

This Post Office service is located approximately 1.7 miles away from Stibbard Mobile Service, along varied terrain. Roadside parking is available nearby. There is no direct bus service available between Stibbard Mobile Service and this Post Office service.

Guist Post Office

Fakenham Road
Guist
Dereham
NR20 5AJ

Services

Offers the same services.

Access and facilities

This branch has a wide door and a ramp at the entrance.

Opening times

Monday - Friday	09:00 -16:00
Saturday	09:30 -11:00

Getting there

This Post Office service is located approximately 2.5 miles away from Stibbard Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternative services for Hindolveston Mobile Service, Village Hall, The Street, Hindolveston Fakenham, NR20 5DF

Melton Constable Post Office

71-73 Briston Road
Melton Constable
NR24 2AP

Services

Offers similar services with the addition of National Lottery, Vehicle Tax and Euro Travel Money.

Opening times

Monday	09:00 – 12:30 13:30 – 18:00
Tuesday	Closed
Wednesday, Thursday & Friday	10:00 -14:00
Saturday	10:00 – 12:30
Sunday	Closed

Access and facilities

This service has a wide automatic door and a ramp at the entrance.

Getting there

This Post Office service is located approximately 2.7 miles away from Hindolveston Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Foulsham Outreach Post Office Service

New Frost Hall
Claypit Road
Foulsham
Dereham
NR20 5RW

Services

Offers similar services with the addition of On Demand Travel Insurance.

Opening times

Tuesday	12:30 – 15:30
Thursday	08:30 – 11:30

Access and facilities

This Post Office service has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 3.4 miles away from Hindolveston Mobile service, along varied terrain. Parking is available at this service. There are local buses serving the surrounding area.

**Alternative services for Fulmodeston Mobile Service, The Old School, Barney Road,
Fulmodeston, Fakenham, NR21 0AT**

Little Snoring Post Office

Holt Road
Little Snoring
Fakenham
NR21 0AX

Services

Offers similar services with the addition of Euro Travel Money.

Access and facilities

This service has a ramp with a handrail at the entrance.

Opening times

Monday, Tuesday, Thursday	09:00 – 15:30
Wednesday & Saturday	09:00 – 12:30
Friday	09:00 – 14:00
Sunday	Closed

Getting there

This Post Office service is located approximately 2.2 miles away from Fulmodeston Mobile Service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.

Bale Post Office

Countryside Service Station
Holt Road
Bale
Fakenham
NR21 0AB

Services

Offers similar services with the addition of National Lottery.

Access and facilities

This branch has a wide door and level access at the entrance.

Opening times

Monday, Tuesday, Thursday & Friday	09:00 – 13:00 14:00 – 17:30
Wednesday & Saturday	09:00 – 15:00
Sunday	Closed

Getting there

This Post Office service is located approximately 3.3 miles away from Fulmodeston Mobile Service, along varied terrain. Parking is available on the forecourt of the branch. There is no direct bus service available between Fulmodeston Mobile Service and this Post Office service.

**Alternative services for Walsingham Mobile Service, Near the Norfolk Riddle,
Wells Road, Walsingham, NR22 6DJ**

Little Snoring Post Office

Holt Road
Little Snoring
Fakenham
NR21 0AX

Services

Offers similar services with the addition of Euro Travel Money.

Access and facilities

This service has a ramp with a handrail at the entrance.

Opening times

Monday, Tuesday, Thursday	09:00 -15:30
Wednesday & Saturday	09:00 – 12:30
Friday	09:00 – 14:00
Sunday	Closed

Getting there

This Post Office service is located approximately 4.1 miles away from Walsingham Mobile Service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.

Wells-next-the-Sea Post Office

Station Road
Wells-next-the-Sea
NR23 1AA

Services

Offers similar services with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send and On Demand Travel Money.

Opening times

Monday - Saturday	09:00 – 17:30
Sunday	Closed

Access and facilities

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 4.7 miles away from Walsingham Mobile Service, along varied terrain. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

**Alternative services for Hindringham Mobile Service, The Pavilion, Wells Road, Hindringham
Fakenham, NR21 0PL**

Bale Post Office

Countryside Service Station
Holt Road
Bale
Fakenham
NR21 0AB

Services

Offers similar services with the addition of National Lottery.

Access and facilities

This service has a wide door and level access at the entrance.

Opening times

Monday, Tuesday, Thursday & Friday	09:00 – 13:00 14:00 -17:30
Wednesday & Saturday	09:00 – 13:00
Sunday	Closed

Getting there

This Post Office service is located approximately 2.3 miles away from Hindringham Mobile Service, along varied terrain. Parking is available on the forecourt of the branch. There is no direct bus service available between Hindringham Mobile Service and this Post Office service.

Little Snoring Post Office

Holt Road
Little Snoring
Fakenham
NR21 0AX

Services

Offers similar services with the addition of Euro Travel Money.

Access and facilities

This service has a ramp with a handrail at the entrance.

Opening times

Monday, Tuesday, Thursday	09:00 -15:30
Wednesday & Saturday	09:00 – 12:30
Friday	09:00 – 14:00
Sunday	Closed

Getting there

This Post Office service is located approximately 3.4 miles away from Hindringham Mobile Service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.

**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, 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.