



Dear Customer

Changes to Gunnislake Outreach service PL18 9BN

We are writing to let you know that we have relocated South Petherwin Mobile Post Office service to South Petherwin Methodist Church Hall, Tavistock Road, South Petherwin, PL15 7LE and changed it to Hosted Outreach service. This service commenced on Thursday 24 October 2019.

To accommodate the new Outreach service there have been some minor changes to the operating hours of Outreach services at Milton Abbott, Bere Ferrers, St Ive, Upton Cross and Chillaton starting from week commencing 21 October 2019. Full details of the new service and minor changes are provided at the end of this letter.

I hope that you and our customers will continue to use these 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 service, please write to me via the Communication and Consultation Team at the address shown overleaf. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

As we are keen to maintain Post Office services in the local communities, we have decided to go ahead with our plans. However we would welcome suggestions about specific aspects regarding changes to Post Office service in South Petherwin, particularly on the following areas:

- How suitable do you think the new location is?
- Do you have any comments on the days and opening hours?

We will be accepting comments until Wednesday 27 November 2019. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

For further information or to share your views, please visit our Consultation Hub via the link below, then use the search function to find the engagement for this service either by service name, postcode, or the unique code as given below.

Gunnislake PL18 9BN - 480539

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Once the feedback has been reviewed, we'll display posters locally and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes, posters will be displayed in branch to let customers know.

We're carrying out this engagement in line with our Principles of Communities Engagement. A copy is available at the end of this letter.

Thank you for considering our plans.

Yours faithfully

Andy Healey

Andy Healey
Networks Operations Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Customer Helpline: 03457 22 33 44

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 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered

Details of the new Outreach service:**South Petherwin Post Office**

South Petherwin Methodist
Church Hall
South Petherwin
PL15 7LE

Services

A wide range of services are available.

Access and facilities

The premises has a wide door and level access at the entrance.

Transport/parking

Roadside parking is available nearby.

Opening times

Thursday	15:00 – 17:00
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Route

This Hosted service is operating from South Petherwin Methodist Church Hall.

Changes to existing Outreach services:

Milton Abbott Post Office, Milton Abbott Village Hall, Milton Abbott, Tavistock, PL19 0PP

Previous opening times

Monday	09:00 – 13:00
Friday	09:00 – 13:00

New opening times

Monday	08:30 – 12:30
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Bere Ferrers Post Office

St Andrews Church Hall, Station Road, Bere Ferrers, Yelverton, PL20 7JS

Previous opening times

Tuesday	09:00 – 12:00
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New opening times

Tuesday	09:00 – 11:00
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St Ive Post Office, St Ive Village Hall, St Ive, PL14 3LZ

Previous opening times

Wednesday	10:30 – 12:30
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New opening times

Wednesday	10:30 – 12:00
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Upton Cross Post Office, Linkinhorne Parish Hall, Liskeard, PL14 5AX

Previous opening times

Wednesday	13:30 – 16:30
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New opening times

Wednesday	13:00 – 16:00
Saturday	09:00 – 11:00

Chillaton Post Office, Marystowe Church Hall, Marystowe, Chillaton, PL16 0JA

Previous opening times

Thursday	14:00 - 17:00
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New opening times

Tuesday	11:45 - 12:45
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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.

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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 Assembly, 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.