



Dear Customer

Hartland Post Office

Changes to the Outreach Services at Welcombe, Morwenstow, and Abbotsham

We have made some changes to the Outreach Post Office services at, Welcombe, Morwenstow, and Abbotsham.

We regret to inform you that, Welcombe Outreach Post Service, which is operating from: Hollacombe Farm, Welcombe, Bideford, EX39 6HE, will cease on Thursday 31 August 2023 at 12:00, due to very low customer usage. We would like to apologise for the closure and for any inconvenience this may cause.

Customers may continue to use Hartland Post Office, 18 Fore Street, Hartland, Bideford, EX39 6DB for everyday Post Office products and services. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We have also made some changes to the opening hours at the Outreach Post Office Service at Morwenstow which will take effect on Thursday 7 September 2023, and made changes to Abbotsham which will take effect on Wednesday 6 September.

We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities. However, should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

Details of changes to the Outreach Post Office services are provided at the end of this letter and posters will now be displayed at the above premises and locally so customers are aware of the change.

If you are a local representative, 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 contact the National Consultation Team, as detailed below.

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

We hope that you and the local community will support the Post Office services in your area.

Yours faithfully

Matthew Walls

Matthew Walls
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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.

Alternative branch

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Hartland Post Office

18 Fore Street
Hartland
Bideford
EX39 6DB

Services

A wide range of services are available including, Euros, On Demand Travel Money and Vehicle Tax.

Access

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

Opening times

Monday - Saturday	08:00 – 21:00
Sunday	08:00 – 13:00 & 16:30 – 19:30

Getting there

This Post Office service is located approximately 5.2 mile away from Welcombe Outreach Post Office service, along varied terrain. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

Outreach Post Office Service - New opening hours

Details of the change to existing Outreach Post Office Service: Morwenstow & Abbotsham

Morwenstow Outreach Post Office Service

The Institute, Morwenna Road Shop, Bude, EX23 9SW

New opening times

Thursday	11:00 – 13:00
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Abbotsham Outreach Post Office Service

Village Hall, Abbotsham, Bideford, EX39 5AP

New opening times

Wednesday	09:30 – 11:30
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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

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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.