



Dear Customer

Local public consultation – Decision

Holmbush Hosted Outreach Service

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with restoring the Post Office service to the local community in Pentewan.

This new Post Office service is operating from, The Ship Inn, 31 - 33 West End, Pentewan, PL26 6BX, on Tuesdays and Thursdays, between 09:30 and 11:30.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

Jason Collins

Jason Collins
Network Provision Manager
Post Office Limited

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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.

Appendix A

Response to Local Public Consultation

Consultation started 7 January 2022

Consultation ended 18 February 2022

Consultation responses

- 4 responses from customers and local representatives

Key issues raised

- Access
- Parking

Response to issues raised

The community welcomed the restoration of the Post Office service to the village in Pentewan, as there has been no Post Office service in the area since closure of the branch. We are delighted to confirm the new permanent Hosted Outreach Post Office service opened on Tuesday 8 February 2022, and the postmaster from Holmbush Post Office, is operating this service from within The Ship Inn. We have also made some changes to the opening hours to the Hosted Outreach Post Office service at Charlestown, to accommodate the new service at Pentewan. We will continue to review and monitor services on an on-going basis, and should customer usage increase significantly, consideration will be given to adjusting service times accordingly.

Access

We are mindful of the needs of all our customers, including those with mobility concerns. Access is via steps with handrails and there is a wide door at the entrance to The Ship Inn. The Postmaster will assist by request, with Post Office transactions and services to customers who are unable to negotiate the steps and those who are unable to access The Ship Inn premises. Internally, there is a hearing loop.

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and we can confirm that parking is available at the West End Pay and Display car park, 100 metres away from The Ship Inn. Additionally, roadside parking is also available approximately 85 metres away from The Ship Inn, within The Square.

Appendix B

Pentewan Hosted Outreach Post Office Service Information Sheet

**The Ship Inn
31 - 33 West End
Pentewan
St Austell
PL26 6BX**

New opening hours

| | |
|----------|---------------|
| Tuesday | 09:30 – 11:30 |
| Thursday | 09:30 – 11:30 |

During the Coronavirus pandemic the branch 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

Products & Services

A range of products and services will be available.

Serving positions

There is a dedicated Post Office serving position located within, The Ship Inn.

Access

Access is via steps with handrails and there is a wide door at the entrance to The Ship Inn. The Postmaster will assist by request, with Post Office transactions and services to customers who are unable to negotiate the steps and those who are unable to access The Ship Inn premises. Internally, a hearing loop will be available.

Getting there

The new Hosted Outreach service at The Ship Inn is located 350 metres away from the previous Post Office branch, along varied terrain.

Parking is available at the West End Pay and Display car park, 100 metres away from The Ship Inn.

Additionally, roadside parking is also available approximately 85 metres away within The Square.

Retail

Pub

Date of change

Tuesday 8 February 2022

**Details of changes to the Hosted Outreach Post Office Service at: Charlestown
The Pattern Hall, Foundry Parc, Charlestown Road, Charlestown, St Austell, PL25 3FW**

New opening times

| | |
|---------|---------------|
| Tuesday | 13:30 – 15:30 |
|---------|---------------|

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

- Permanent closure of a Post Office branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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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¹ 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.

² 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.

³ 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.

⁴ 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 ³ and ⁴ 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.