



Dear Customer

Local public consultation - Have your say

Holmbush Hosted Outreach Service

We are writing further to our recent communications to restore the Post Office service to the local community of Pentewan with the introduction of a new permanent Post Office Outreach service at The Ship Inn, 31 - 33 West End, Pentewan, PL26 6BX, which is due to commence during February 2022.

Why are we introducing an Outreach service?

The branch closed following the resignation of the postmaster and the withdrawal of the premises for Post Office use. Since the closure we have continued to work to identify a solution to restore a Post Office service and we are pleased to inform you that the postmaster from Holmbush Post Office is willing to extend his current Hosted Outreach service to also serve the local community of Pentewan.

Our priority is to safeguard Post Office services within the local community in the longer term. The introduction of Hosted Outreach service will enable us to maintain a Post Office service to our customers to the local community Pentewan.

To accommodate the new Hosted Outreach Post Office service in Pentewan, we will also be making some minor changes to the current opening hours of the Hosted Outreach Post Office service at Charlestown.

We'd like your help

Whilst the decision has already been made to re-open Pentewan Post Office service, we would still like your views on access and the service offer at the new location. Therefore, we're now commencing a local public consultation and would like to hear your views, particularly around the following questions:

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- How easy is it to get to the new location?
- Are the new premises easy for you to get into and are they easily accessible once inside?
- Do you have any comments on the planned days and opening hours?
- Are there any other local community issues which you believe could be affected by or affect the Post Office at the new location?
- Is there anything we could do to make it easier for customers?

Local Public Consultation starts	7 January 2022
Local Public Consultation ends	18 February 2022
Date of change	February 2022

In order to maintain a Post Office service to our customers in Pentewan, the new Hosted Outreach service is due to open in February 2022 at The Ship Inn. However, this does not affect the period of public consultation which is ongoing until Friday 18 February 2022.

You can share your views on the planned change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for the Pentewan Post Office service either by branch name, postcode or the unique branch code 433539

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



Good to know

- Customers will access the Hosted Outreach Post Office service from a dedicated Post Office serving position located within The Ship Inn.
- A range of Post Office products and services will be available.
- We want to make our services as accessible as possible. The Ship Inn has steps with handrails at the entrance and a wide door. When the new Post Office opens, the Postmaster will assist with Post Office transactions and services to customers, who are unable to manage the steps and those who are unable to access The Ship Inn premises.
- Posters and leaflets will now be displayed at The Ship Inn to let customers know about the planned changes and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the Hosted Outreach Post Office service in Pentewan.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Consultation is available at the end of this letter.

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 service in Pentewan. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our planned changes and supporting the restoration of the Post Office service in Pentewan.

Yours faithfully

Jason Collins

Jason Collins

Network Provision Manager

Post Office Limited

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.

Pentewan Hosted Outreach Post Office Service Information Summary

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

New Post Office 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 will be 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 will be located 350 metres away from the previous 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

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

Current opening times

Tuesday	09:00 – 13:00
Thursday	09:00 – 13:00

New opening times

Tuesday	13:30 – 15:30
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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 **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
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FREEPOST Your Comments

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.