



Dear Customer

Changes to Liverton & Ashburton Outreach Services
Affecting Ilsington, Buckland Monochorum, Postbridge, Windecome in the Moor, Dousland and
Drewsteignton

Post Office has undertaken a comprehensive review of the branch network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. We must ensure that our funding and resources are allocated to deliver maximum benefit and sustainable services for all customers and the review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. The Mobile and Outreach services provided by the postmaster at Liverton Post Office was included in this review.

Consequently, due to low customer usage in some of the locations we have decided to make some changes to the services and opening times to ensure they can continue to operate sustainably. Regrettably, some services will cease due to very low customer usage. However, as part of our continual review of the network, we will monitor the local area and look to provide additional services, if required.

The current Outreach service operating from Ilsington Village Hall, Ilsington, Newton Abbot, Devon, TQ13 9RG by the postmaster from Liverton will cease from Friday 16 August 2024 at 09:00 and we are introducing a replacement Mobile service. This Mobile service will operate from the car park at the same location at Ilsington Village Hall, by the postmaster from Ashburton Post Office with new opening hours, commencing from Friday 23 August 2024 at 11:00. We will display posters locally to tell customers about the planned change.

We are keen to proceed with the change to the community of Ilsington as soon as possible, so we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the proposed days and opening hours?

We will be accepting comments until Wednesday 28 August 2024. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new mobile service are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for this service either by service name, postcode, or the unique code **248552**

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

To accommodate the new service at Ilsington there will be some changes to the current opening hours at Buckland Monochorum, Postbridge, Windecome in the Moor, Dousland and Drewsteignton outreach services also operated by the postmaster from Ashburton.

Additionally, we regret to inform you that due to low customer usage, the outreach service operating from The Village Hall, Manaton, Bovey Tracey, Devon, TQ13 9UJ by the postmaster from Liverton Post Office will cease from Friday 16 August 2024.

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

We apologise for any inconvenience these changes may cause. Customers requiring Post Office services may use any convenient Post Office branch. Details of alternative Post Office services in the area are detailed at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder.

We're carrying out this communication in line with our Principles of Community Engagement. An extract of which 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 in the local community. If you would like a supply of posters, please let us know.

If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

We do hope that you will support the change we are making.

Yours faithfully

Matthew Walls

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Network Provision Lead

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

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

Details of the new Mobile Service:

Ilington Mobile Service		Services		
Car park outside Ilington Village Hall Ilington Newton Abbot Devon TQ13 9RG		Offers the same services.		
Opening times		Access		
<table><tr><td>Friday</td><td>11:00 – 13:00</td></tr></table>		Friday	11:00 – 13:00	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Friday	11:00 – 13:00			

Details of the change to existing outreach services opening hours:

Buckland Monochorum outreach Service

Buckland Chaple Trust, Buckland Monochorum, Yelverton, Devon, PL20 7LZ

Current opening times

Monday	No Service
Tuesday	No Service
Wednesday	09:30 -11:00
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service xx

New opening times

Monday	No Service
Tuesday	No Service
Wednesday	09:30 -10:30
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Postbridge Outreach Service

National Park Visitor Centre, Yelverton, Devon, PL20 6TH

Current opening times

Monday	12:30 – 14:00
Tuesday	No Service
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

New opening times

Monday	14:00 – 15:00
Tuesday	No Service
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Windecome in the Moor Outreach Service

Windecome in the Moor, Newton Abbot, Devon, TQ13 7TA

Current opening times

Monday	10:00 – 11:30
Tuesday	No Service
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

New opening times

Monday	09:00 – 10:30
Tuesday	No Service
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Details of the change to existing outreach services opening hours continued:

Dousland Mobile Service

Memorial Hall, Walkhampton, Yelverton, Devon, PL20 6JX

Current opening times

Monday	15:00 -17:00
Tuesday	No Service
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

New opening times

Monday	11:00 -12:00
Tuesday	No Service
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Drewsteignton Outreach Service

Drew Arms, Drewsteignton, Exeter, Devon, EX6 6QN

Current opening times

Monday	No Service
Tuesday	No Service
Wednesday	12:30 – 14:00
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

New opening times

Monday	No Service
Tuesday	No Service
Wednesday	13:30 – 14:30
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified² and where there is no degradation of access to Post Office services (into and inside the premises).

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 representatives³, the Consumer Advocacy Bodies and selected charities⁴, 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

² Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

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.