



Dear Customer

**Local public consultation - Have your say**  
**Lower Ashton Hosted Outreach Post Office Service**  
**Teign Valley Golf Club, Near Christow, Exeter, EX6 7PA**

We've moved the above Hosted Post Office service to a new location - Teign Valley Community Hall, Rainbows End, Christow, Exeter, Devon, EX6 7WA, and it will be known as Christow Hosted Outreach Post Office Services.

**Why are we moving?**

Due to very low customer usage the above service became unsustainable for the postmaster to operate from the previous premises, and the service closed on Tuesday 17 October 2023. We have therefore had to identify an alternative location to continue to offer Post Office services to the local community.

We are pleased to let you know that the postmaster from Chudleigh Post Office will operate this service from the new premises at Teign Valley Community Hall, Rainbows End, Christow, Exeter, Devon, EX6 7WA commencing Tuesday 7 November 2023 at 11:30.

Our priority is to safeguard our services in the locality in the longer term. Our postmaster firmly believes that the move will help secure continued access to Post Office services locally.

**We'd like your help**

We're now starting a period of local public consultation and your feedback is important to us as it will help to inform our decision. For more details of the new services and accessibility, please see the branch information summary later in this consultation document.

**What exactly are we consulting on?**

Whilst the decision has already been made to move Lower Ashton Hosted Post Office service, we would still like your views on access into and inside the new location.

We'd welcome your comments on the following areas:

- **Are the new premises easy for you to get into and is the inside easily accessible?**
- **Are there any other local community issues which you believe could be affected by or affect the change?**
- **Is there anything we could do to make it easier for customers?**

Local Public Consultation starts	7 November 2023
Local Public Consultation ends	19 December 2023

In order to maintain a Post Office service to our customers in Lower Ashton, the new Post Office service is due to open on Tuesday 7 November 2023 at Teign Valley Community Hall. However, this does not affect the period of public consultation which is ongoing until Tuesday 19 December 2023.

You can share your views on the change through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **575471**

**How to share your views:**

**Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREPOST 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 Post Office services from within the Teign Valley Community Hall.
- The Post Office service will be located in a dedicated area within the new premises.
- Posters and leaflets will now be displayed in the Teign Valley Community Hall to let customers know about the change 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 branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer 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.

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 Lower Ashton Post Office. 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 changes and supporting Lower Ashton Post Office Service.

Yours faithfully

*Jason Collins*

**Jason Collins**  
**Network Provision Manager**  
**Post Office Limited**

## Christow Post Office Information Summary

Current Location	New Location				
Teign Valley Golf Club Near Christow Exeter EX6 7PA	Teign Valley Community Hall Rainbows End Christow Exeter EX6 7WA				
Current opening hours	Opening hours				
<table border="1"><tr><td>Tuesday</td><td>12:15 – 14:15</td></tr></table>	Tuesday	12:15 – 14:15	<table border="1"><tr><td>Tuesday</td><td>11:30 – 13:00</td></tr></table>	Tuesday	11:30 – 13:00
Tuesday	12:15 – 14:15				
Tuesday	11:30 – 13:00				

**There are times our branches 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](http://www.postoffice.co.uk/branch-finder)**

### **Products & Services**

Similar services will be available with the addition of Vehicle Tax and On Demand Travel Insurance.

### **Serving positions**

The Post Office service will operate from a dedicated area within the Teign Valley Community Hall.

### **Access**

Access will be level at the entrance to the new premises. Internally, there will be a hearing loop and space for a wheelchair.

### **Getting there**

The new premises will be located approximately 1.4 miles away from the previous location, along mostly level terrain. There is a car park at the new premises. There is no direct bus service available between Lower Ashton Outreach service and the new premises.

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**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](https://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 branch<sup>1</sup>
- 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-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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, Consumer 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, Consumer 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**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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 <sup>3</sup> and <sup>4</sup> 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.