



Dear customer

**Changes to Mells Mobile Service, Woodlands End, Mells, Frome, Somerset, BA11 3PF
Affecting Faulkland, Witham Friary, Nunney, and Coleford**

We are writing to inform you that, regrettably, the postmaster from Mells Post Office who provides the Outreach services, on our behalf, at Faulkland & Witham Friary, is no longer be able to run these services. Therefore, these Outreach services closed on 3 May 2024. Please accept our apologies for the late notification.

The Post Office has undertaken a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, it has informed our plans for the Network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. At this time, therefore, we are not looking to replace the services at Faulkland & Witham Friary.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

As a result of the closure, the opening times at Nunney & Coleford also operated by the postmaster from Mells Post Office changed from week commencing 3 May 2024.

Further details of the changes to existing services are provided at the end of this letter.

We will display posters locally to let our customers know. 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 you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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

We do hope that you will support this new service.

Yours faithfully

Antoinette Chitty

Antonette Chitty
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Alternatives branches for Faulkland Outreach Service, Faulkland Village Hall, The Green, Faulkland, Radstock, Somerset, BA3 5UZ

Norton St Phillip Post Office

1 Fortescue Street

Norton St Phillip

Bath

Somerset

BA2 7PE

Services

Offers the same services.

Access

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

Current Opening times

| | |
|-----------------|---------------|
| Monday - Sunday | 07:00 - 21:30 |
|-----------------|---------------|

Getting there

This Post Office service is located approximately 2.7 miles away from Faulkland Outreach Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Radstock Post Office

Unit 1 Marcroft Court

Frome Road

Radstock

Somerset

BA3 3FW

Services

Offers similar services, with the addition of Vehicle Tax, a Comprehensive range of Travel Money, Passport check & Send and On Demand Travel Insurance.

Access

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

Opening times

| | |
|----------------|---------------|
| Monday- Friday | 09:00 – 17:30 |
| Saturday | 09:00 – 13:00 |
| Sunday | Closed |

Getting there

This Post Office service is located approximately 3.5 miles away from Faulkland Outreach Service, along varied terrain. There is a car park to the rear of the branch. There are local buses serving the surrounding area.

**Alternatives branches for Witham Friary Outreach Service, Witham Friary Village Hall
Witham Friary, Frome, Somerset, BA11 5HF**

Nunney Outreach Service

Nunney Village Hall
Ridgeway Lane
Nunney
Frome
Somerset
BA11 4NS

Services

Offers the same services.

Access

This service has a wide door and a ramp at the entrance.

Current Opening times

| | |
|----------|-------------|
| Thursday | 10:0 -12:00 |
|----------|-------------|

Getting there

This Post Office service is located approximately 4.1 miles away from Witham Friary Outreach Service, along varied terrain. Parking is available at this service. There is no direct bus service available between Witham Friary Outreach Service and this Post Office service.

Wanstrow Outreach Post Office

Wanstrow Village Hal
Wanstrow
Shepton Mallet
Somerset
BA4 4SX

Services

Offers the same services.

Access

This branch has a wide door and a ramp with handrails at the entrance.

Opening times

| | |
|----------|--------------|
| Thursday | 13:00 -15:00 |
|----------|--------------|

Getting there

This Post Office service is located approximately 3.4 miles away from Witham Friary Outreach Service, along varied terrain. Parking is available outside this service with dedicated disabled bays. There is no direct bus service available between Witham Friary Outreach Service and this Post Office service.

Details of the change to existing Outreach services:

**Nunney Outreach Service, Nunney Village Hall, Ridgeway Lane, Nunney,
Frome, Somerset, BA11 4NS**

Current opening times

| | |
|----------|---------------|
| Tuesday | 10:00 – 12:00 |
| Thursday | 10:00 – 12:00 |

New opening times

| | |
|----------|---------------|
| Thursday | 10:00 – 12:00 |
|----------|---------------|

**Coleford Outreach Service, The Hub Old School, Church Street, Coleford,
Radstock, Somerset, BA3 5NQ**

Current opening times

| | |
|--------|---------------|
| Monday | 12:30 – 15:30 |
|--------|---------------|

New opening times

| | |
|---------|---------------|
| Tuesday | 10:00 – 12:00 |
|---------|---------------|

**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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure¹/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action, and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

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

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Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.