



Dear Customer,

Changes to Menheniot Hosted Outreach Services

Affecting Millbrook, Downderry, Pensilva, St Neot, Riilla Mill, Darite, Tregadillett, South Petherwin, Lostwithiel, Trewidland, Tideford, Kingsand, East Taphouse and Tetcott.

We have made some changes to the above Hosted Outreach Post Office services which are currently provided by the Postmaster at Menheniot Post Office. Please accept my apologies for the late notification on this occasion.

Following a review of customer usage, we have made changes to the opening hours of the Hosted Outreach Post Office Services at Millbrook, Downderry, Pensilva, St Neot, Riilla Mill, Darite, Tregadillett, South Petherwin, Lostwithiel, Trewidland, Tideford, Kingsand and East Taphouse. These changes will take effect from Monday 1st July 2024.

We regret to inform you that, Tetcott Hosted Outreach Post Service operating from: Tetcott Village Hall, Luffincott Barton, Tetcott, Holsworthy, EX22 6RB, will cease on Tuesday 2 July 2024 due to very low customer usage.

Full details of the changes to the Hosted Outreach services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change. We would like to apologise for the closure and for any inconvenience this may cause.

We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities. However, should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

If you are a local representative, please feel free to 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.

We would like to apologise for the inconvenience the closures 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. There are times our branches may need to make changes to opening hours. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

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.

Yours faithfully,

Matthew Walls

Matthew Walls
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Menheniot Hosted Outreach Post Office Service - New opening hours

Millbrook Hosted Outreach Post Office Service

The Rame Centre
3 West Street
Millbrook
Torpoint
PL10 1AA

New opening times

Monday	09:00 – 12:00
Thursday	09:00 – 12:00

Downderry Hosted Outreach Post Office Service

St Nicholas Church
Downderry
Torpoint
Cornwall
PL11 3LR

New opening times

Monday	12:45 – 14:15
Thursday	12:45 – 14:15

Pensilva Hosted Outreach Post Office Service

Millennium House
Central Square Princess Road
Pensilva
Liskeard
PL14 5NF

New opening times

Tuesday	09:00–11:30
Wednesday	09:00–11:30
Friday	09:00–11:30

St Neot Hosted Outreach Post Office Service

St Neot Pavillion Playing Field
Lampen Road
St. Neot
Liskeard
PL14 6NA

New opening times

Tuesday	09:00 – 11:00
Thursday	09:00 – 11:00

Rilla Mill Hosted Outreach Post Office Service

Rilla Mill Village Hall
Rilla Mill
Callington
PL17 7NT

New opening times

Thursday	13:15 – 14:15
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Darite Hosted Outreach Post Office Service

Darite Village Hall
Darite
Liskeard
PL14 5JH

New opening times

Thursday	11:45 – 12:45
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Tregadillett Hosted Outreach Post Office Service

Tregadillett Community Hall
Prouts Way
Tregadillett Launceston
PL15 7HT

New opening times

Monday	09:00 – 11:00
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South Petherwin Hosted Outreach Post Office Service

Methodist Church Hall
South Petherwin
Launceston
PL15 7LE

New opening times

Monday	11:30 – 12:30
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Lostwithiel Hosted Outreach Post Office Service

Lostwithiel Community Centre
Pleyber Christ Way
Lostwithiel
PL22 0HA.

New opening times

Tuesday	12:30 – 15:00
Friday	12:30 – 15:00

Trewidland Hosted Outreach Post Office Service

Trewidland Village Hall
Trewidland
Liskeard
PL14 4ST

New opening times

Tuesday	11:45 – 12:45
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Tideford Hosted Outreach Post Office Service

The Royal British Legion
Church Road
Tideford,
Saltash
PL12 5HW

New opening times

Wednesday	10:45 – 11:45
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Kingsand Hosted Outreach Post Office Service

Maker with Rame Community Hall
Fore Street
Kingsand
Torpoint
PL10 1NB

New opening times

Wednesday	12:30 – 14:30
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East Taphouse Hosted Outreach Post Office Service

East Taphouse Community Hall
Salts Meadows
East Taphouse
Liskeard
PL14 4TA.

New opening times

Wednesday	12:15 – 13:15
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Details of closure date for Tetcott Hosted Outreach Services:

Tetcott Outreach Service

Tetcott Village Hall
Luffincott Barton
Tetcott
Holsworthy
EX22 6RB

Closure Date: 1 July 2024

Tuesday	09:00
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Alternative branches

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

St Giles On The Heath Post Office

The Portacabin
Coronation Hall Grounds
St Giles on The Heath
Launceston
PL15 9SA

Services

Offers similar services.

Access

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

Opening times

Monday – Friday	08:00 - 17:30
Saturday	08:00 - 13:00
Sunday	09:00 - 13:00

Getting There

Approximately 4.3 miles from Tetcott Hosted Outreach Post Office branch, along varied terrain. Customer parking is available to the side of the branch. Public transport is available to and from the surrounding areas.

Ashwater Post Office,

Ashwater Village Shop

Ashwater

Beaworthy

EX21 5EZ.

Services

Offers similar services.

Access

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

Opening times

Monday & Tuesday	08:30 – 16:30
Wednesday & Thursday	14:00 – 17:00
Friday	10:00 – 17:30
Saturday	Closed
Sunday	Closed

Getting There

Approximately 5.9 miles from Tetcott Hosted Outreach Post Office branch, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding areas.

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

Call: 03452 66 01 15

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.