



Dear Customer,

**Changes to Menheniot Hosted Outreach Service**  
**Affecting Tideford, East Taphouse, Lostwithiel and Kingsand Outreach Services**

We are writing to inform you that, regrettably, the postmaster from Menheniot Post Office will no longer be able to operate Tideford and East Taphouse Hosted Outreach services, due to low customer usage. These services, will therefore, be closing on Wednesday 27 May 2026.

When a Post Office branch closes, Post Office undertake 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 services. Consequently, we are not looking to replace Tideford and East Taphouse Outreach services at this time.

There will need to be some changes to the current Hosted Outreach service offered by the Postmaster at Menheniot Post Office, to accommodate the closures, affecting the opening times for services at Lostwithiel and Kingsand Outreach services from week commencing Monday 01 June 2026. Further details of the changes to these services are also provided at the end of this letter.

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.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this notification in line with our Principles of Community. 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,

*Matthew Walls*

**Matthew Walls**  
**Retail Change Lead**

How to contact us:

comments@postoffice.co.uk  
postofficeviews.co.uk  
FREEPOST Your Comments

## Details of Alternative branches for Tideford Hosted Outreach Service:

St Germans Post Office		Services available
St Germans Community Shop Fore Street St Germans Saltash PL12 5NR		Offers the same services.
Opening times		Access
Mon – Fri	09:00 – 13:00 15:00 – 17:30	Access is a step at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	09:00 – 11:00	
Getting there		
Approximately 2 miles from Tideford Hosted Outreach service, along varied terrain. Parking is available nearby. There is a regular bus service between from Tideford Outreach service and this branch with a bus stop within 100 meters.		

Landrake Post Office		Services available
Tideford Road Landrake Saltash PL12 5DP		Offers the same services, with the addition of Euro Travel Money.
Opening times		Access
Mon – Thu	08:00 – 19:00	Access is level at the entrance to the premises.
Fri & Sat	09:00 – 19:00	
Sun	Closed	
Getting there		
Approximately 2 miles from Tideford Outreach service, along varied terrain. Parking is available outside the branch. There is a regular bus service between from Tideford Outreach service and this branch with a bus stop within 230 meters.		

## Details of Alternative branches for East Taphouse Hosted Outreach Service:

<b>Dobwalls Post Office</b>		<b>Services available</b>
Spar Duloe Road Dobwalls Liskeard PL14 6LJ		Offers the same services, including Vehicle Tax.
<b>Opening times</b>		<b>Access</b>
Mon, Tue, Thu, Fri & Sat	06:30 – 21:30	Access is level at the entrance to the premises.
Wed	08:30 – 21:30	
Sun	08:00 – 21:30	
<b>Getting there</b>		
Approximately 2.7 miles from East Taphouse Outreach service, along varied terrain. Parking is available outside the branch. There is a regular bus service between East Taphouse Outreach service and this branch with a bus stop within 84 meters.		

<b>St Neot Outreach Service</b>		<b>Services available</b>
St Neot Pavillion Playing Field Lampen Road St. Neot Liskeard PL14 6NA		Offers similar services, however excluding Euro/Dollar Travel Money.
<b>Opening times</b>		<b>Access</b>
Tue & Thu	09:00 – 11:00	Access is level at the entrance to the premises.
<b>Getting there</b>		
Approximately 4.7 miles from East Taphouse Outreach service, along varied terrain. Parking is available outside the branch. There are no bus routes serving between this service and East Taphouse Outreach service.		

### Details of the change to existing Outreach service opening hours:

<b>Lostwithiel Outreach Service</b>	Lostwithiel Community Centre, Pleyber Christ Way, Lostwithiel, PL22 0HA		
<b>Current opening times</b>	<b>New opening times</b>		
Monday	No Service	Monday	No Service
Tuesday	12:30 – 15:30	Tuesday	12:15 – 14:30
Wednesday	No Service	Wednesday	No Service
Thursday	No Service	Thursday	No Service
Friday	12:30 – 15:00	Friday	12:15 – 14:30
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

**Details of the change to existing Outreach service opening hours:**

<b>Kingsand Outreach Service</b>	Maker with Rame Community Hall, Fore Street, Kingsand, Torpoint, PL10 1NB																												
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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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure<sup>1</sup>/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 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**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where 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.