



Dear Customer

At Post Office we are continually looking to refresh our network and ensure we meet our customer needs. I'm therefore pleased to let you know that we are planning to trial a new Mobile service in your area at Allardice Village Hall car park, Parkham, EX39 5PL from Tuesday 10 May 2022 at 13:55. To accommodate the new Mobile service, there will be a change to the current hours at Buckland Brewer Mobile Service.

Looking after a nationwide network of Post Office services, we have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. Any service must be commercially sustainable for Post Office Ltd and our postmasters who operate them, never more so in these unprecedented times with the far reaching effects of the Coronavirus pandemic. While we believe there is a potential need for a Post Office service locally, we will monitor usage of the new service together with the network demand and may need to change or discontinue the service accordingly. If possible, posters will be displayed locally to let customers know.

A Mobile service, which is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises, is a tried and tested way of offering a service to smaller communities.

Further details are provided below.

Details of the new Mobile Outreach service:

Parkham Post Office Allardice Village Hall Car Park Parkham EX39 5PL	Services A wide range of services will be available. Access and facilities There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.		
Opening times <table border="1"><tr><td>Tuesday</td><td>13:55 – 15:05</td></tr></table>	Tuesday	13:55 – 15:05	Parking Parking is available close to where the Mobile van will be parked.
Tuesday	13:55 – 15:05		

Details of the change to existing Mobile service:

Buckland Brewer Mobile Service
Outside Buckland Brewer Village Hall
Castle Cottages
Buckland Brewer
EX39 5HY

Current opening times

Monday	13:55 – 15:20
Tuesday	13:55 – 15:05
Wednesday	13:55 – 15:20
Thursday	No Service
Friday	13:55 – 15:20
Saturday	No Service
Sunday	No Service

New opening times

Monday	13:55 – 15:20
Tuesday	No Service
Wednesday	13:55 – 15:20
Thursday	No Service
Friday	13:55 – 15:20
Saturday	No Service
Sunday	No Service

If you are a local representative, please feel free to share this information with others who may be interested to hear about the new service. If there are any unforeseen changes which mean these dates change, if possible, posters will be displayed locally to let customers know.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

Matthew Walls

Matthew Walls
Network Provision Lead

How to contact us:

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

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
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice 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, Citizens Advice 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

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¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

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.