

Dear Customer



Local public consultation - Have your say

Pentewan Outreach Service

The Ship Inn, 31 - 33 West End, Pentewan, St Austel, PL26 6BX

We are moving the above Post Office branch to a new location – Nisa Local, Mill Garage, Pentewan, St Austell, PL26 6BU.

Why are we moving?

An opportunity has arisen to move this Post Office service into a Nisa Local Convenience store, where it will operate at a new location.

To restore Post Office services as quickly as possible to the local community, we plan to open the Post Office service at the new premises on Wednesday 6 September 2023 at 13:00. The current Outreach Post Office service will close on Tuesday 5 September 2023 at 11:30. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in The Ship Inn and the new premises to let customers know.

Our priority is to safeguard our services in the locality in the longer term and the relocation of Pentewan Post Office will enable us to maintain a Post Office service to our customers in the local community, as well as supporting the viability local convenience retail shop.

We'd like your help

Whilst the decision has already been made to move the service, we would still like your views on access and the service offered at the new location. Therefore, we're now commencing a local public consultation and would like to hear your views, particularly around the following questions:

What exactly are we consulting on?

We'd welcome your comments on the following areas:

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

Please note the change of management of the branch is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	Friday 28 July 2023
Local Public Consultation ends	Friday 15 September 2023

You can share your views on the planned change through our easy and convenient online questionnaire via 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 **085470**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST 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.



In order to minimise the loss of Post Office service to our customers in Pentewan, the new Post Office service is due to open on Wednesday 6 September 2023 at Nisa Convenience Store. However, this does not affect the period of public consultation which is ongoing until Friday 15 September 2023.

During the transfer of the service, customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Mevagissey Post Office, 6 Market Square, Mevagissey, St Austell, PL26 6UD
- Polgooth Post Office, Polgooth, St Austell, PL26 7BP

Good to know

- Customers will access Post Office services at a modern serving point that's part of the retail counter.
- Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed.
- The branch will offer a similar range of Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches is high, and many customers visit outside traditional opening hours.
- Posters will be displayed at The Ship Inn and the Nisa Local store. Leaflets will be available from The Ship Inn and Nanpean Post Office to let customers know about the changes.
- 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.

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 Pentewan Outreach Service. If you would like a supply of these posters, please let us know. Our contact details can be found at the bottom of the first page.

Yours faithfully

Jason Collins

Jason Collins
Network Provision Manager
Post Office Limited

Pentewan Post Office Information Summary

Current Location	New Location
The Ship Inn 31 - 33 West End Pentewan St Austell PL26 6BX	Nisa Local Mill Garage Pentewan St Austell PL26 6BU

Current opening hours

Tues	09:30 – 11:30
Thurs	09:30 – 11:30

New opening hours

Mon - Sun	07:00 - 22:00
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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

Products & Services

A similar range of products and services will still be available with the addition of National Lottery, however excluding Vehicle Tax and On Demand Travel Insurance.

Serving positions

There will be a Post Office serving point at the retail counter.

Access

The new premises will have a wide door and access will be via a ramp at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new branch will be located approximately 350 metres away from the current Outreach service, along varied terrain.

There is a dedicated customer carpark available directly outside the new premises.

Retail

Convenience store.

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

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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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
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Textphone: 03457 22 33 55

FREEPOST Your Comments Call:

¹ 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.

² 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.

³ 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.

⁴ 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 3 and 4 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.