



Dear Customer

**Branch Temporary Closure**

**Roche Post Office  
The Old Church Hall, Fore Street, Roche, St Austell, PL26 8EP**

We are writing to inform you that, regrettably, following the resignation of the Postmaster the above branch will be closing temporarily on Friday 13 August 2021 at 17:00.

The provision of a Post Office service to our customers in the local community is important to us and we would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy is currently being advertised on our website [www.runapostoffice.co.uk](http://www.runapostoffice.co.uk) and applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

We are pleased to be able to introduce a temporary Hosted Outreach Post Office service whilst we continue to seek a permanent solution.

The Postmaster from Holmbush Post Office currently operates an Outreach service in the area and is willing to extend the Post Office services to the community in Roche. This currently presents the best possible temporary solution to maintain Post Office services to the community.

The new temporary Hosted Outreach Office service will operate from within the Roche Victory Hall Social Club, Victoria Road, Roche, St Austell, PL26 8JF and is scheduled to commence from Monday 16 August 2021 at 10:00.

Further details of the temporary service are provided below, and we will display posters in the branch and in the local area to inform customers.

We would like to apologise for the inconvenience the temporary closure may cause. In the interim, we hope that our customers will continue to use Post Office services. Details of possible alternative Post Office branches in the area are provided at the end of this letter.

Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

If there are any unforeseen changes to the opening date, posters will be displayed in the Roche Victory Hall Social Club to let customers know.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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.

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

Thank you for your support and we hope that you will continue using the new Post Office.

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.**

**New temporary Hosted Outreach Service Details:**

**Roche Post Office**  
Roche Victory Hall Social Club  
Victoria Road,  
Roche  
St Austell  
PL26 8JF

**Opening times**

Monday	10:00 – 12:00
Wednesday	10:00 – 12:00

**Services**  
A range of services will continue to be available.  
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

**Access**  
The Roche Victory Hall Social Club has level access and a wide door at the entrance.  
Internally there will be a hearing loop and space for a wheelchair.

**Getting there**  
This temporary Hosted Outreach Post Office service is located within 220 metres away from Roche branch, along varied terrain. There is a dedicated customer car park outside the Roche Victory Hall Social Club, with designated disabled parking. There are local buses serving the surrounding area.

### Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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#### St Dennis Post Office

44 Fore Street

St Dennis

St Austell

PL26 8AB

##### Opening times

Monday – Sunday	08:00 – 20:00
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#### Services

The same range of services will continue to be available, however excluding Dollars Travel Money.

#### Access

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

Internally there is a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 3.4 miles away from Roche branch, along varied terrain. Roadside parking is available outside the branch and nearby. There are local buses serving the surrounding area.

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#### Nanpean Post Office

St Georges Road

Nanpean

St Austell

PL26 7YH

##### Opening times

Monday – Friday	09:00 – 17:00
Saturday	09:00 – 13:00
Sunday	Closed

#### Services

The same range of services will continue to be available, however excluding Car Tax, Euros and Dollars Travel Money.

#### Access

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

Internally there is a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 3.8 miles away from Roche branch, along varied terrain. There is a dedicated customer car park outside the branch. There are local buses serving the surrounding area.

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#### Penwithick Post Office

17 Penwithick Road

Penwithick

St Austell

PL26 8UQ

##### Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

#### Services

The same range of services will continue to be available, with the addition of National Lottery, however excluding Car Tax, Euros and Dollars Travel Money.

#### Access

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

Internally there is a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 4 miles away from Roche branch, along varied terrain. Roadside parking is available outside the branch and nearby. There is a frequent bus service available between Roche branch and this Post Office service. The nearest bus stop is approximately 50 metres away.

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## 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
- Temporary closure<sup>1</sup> / 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.