



Outreach Services provided by Saxmundham Post Office has opened.

Saxmundham Post Office **7 High Street, Saxmundham, IP17 1DF**

We recently asked your views on some key areas about our plans to review the Outreach Services provided by Saxmundham Post Office in the local community. We are pleased to confirm that the outreach services at Walberswick, Yoxford, Wangford and Snape opened on Wednesday 27 March 2024. However, we received 75 responses which raised some concern around the reduction in opening hours, the closure of Kelsale services and the outreach services moving from village hall to the van.

Key points raised:

- Reduction in hours.
- Closure of Kelsale
- Outreach service moved from village hall to the van.

Response to key points:

Reduction in opening hours

After a thorough review of the outreach cluster for Walberswick, Yoxford, Wangford and Snape outreaches branches, we found that customer usage was very low, therefore the opening times have been changed to align to customer demand. The outreach branches are not required for access criteria.

Closure of Kelsale and Access criteria:

After the Saxmundham postmaster resigned from operating the service at Kelsale, we reviewed post office service provision at Saxmundham and in the outreach locations serviced by the branch. The review considered customer usage, distance to the nearby alternative branches, compliance with the access criteria agreed with the Government, and whether services could be provided more sustainably.

Following the review, we took the difficult decision to close the branch at Kelsale due to low customer usage and its close proximity to Saxmundham. We appreciate that some customers are concerned about the closure, and we apologise to those who may be travelling further to access services, Saxmundham is just over a mile from Kelsale. The Saxmundham branch also has capacity for more transactions should customers from Kelsale choose to visit the branch.

Post Office is operating in a challenging economic climate, and the cost of maintaining the loss-making part of the network exceeds the Government subsidy we receive. It's important that the limited funding we have available is carefully utilised to enhance the overall sustainability of the branch network. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a post office and 90% are within 1 mile and we will continue to review this position for all branches across the Post Office network including Kelsale.

Outreach service moved from village hall to the van.

Following the resignation of the Postmaster that operated the outreach services, and to maintain a service in the local community, we have made the decision to introduce a Mobile Post Office. The Mobile Post Office will provide a more sustainable service to the outreach communities with opening times aligned to meet customer demand.

The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services to communities and has formed part of our operational network for some years. Customers access services from inside the van which is equipped with a dedicated post office counter. The Mobile Post Office is fully accessible and includes a lift for customers using a wheelchair.