



Dear Customer

### **Changes to Outreach Services provided by Saxmundham Post Office**

We are writing to let you know that the Outreach services at Walberswick, Yoxford, Wangford, and Snape, will no longer operate from their hosted premises from Monday 25 March 2024, and the Outreach service at Kelsale will cease from Wednesday 20 March 2024 at 12:00. We would like to apologise for the short notice on this occasion.

In the current challenging economic climate, Post Office must ensure its limited funding benefits the maximum number of customers across the country to ensure that the branch network remains sustainable.

We have reviewed the Outreach services provided by the Saxmundham branch and we are introducing a Mobile service to the communities at Walberswick, Yoxford, Wangford and Snape. 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. The postmaster from Cliff Lane Post Office will operate the Mobile services with revised opening times aligned to meet customer demand.

We are keen to proceed with the change as soon as possible, so we have decided to go ahead with our plans. The outreach services at Walberswick, Yoxford and Snape will continue to be available from the same locations, but from the village hall car parks.

Wangford service will operate from the layby on the High Street, at the Church Yard, Wangford, Beccles, NR34 8RL. This Mobile service will operate from this location while we continue to engage with local stakeholders about the parking facilities at the community centre. If we are able to provide service from the community centre car park at Wangford, we will share a further update.

We would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get to?
- Do you have any comments on the planned days and opening hours?

We will be accepting comments until 5 April 2024. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about the changes to each service is provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via [postofficeviews.co.uk](https://postofficeviews.co.uk), then use the search function to find the engagement for this service either by service name, postcode, or the unique code **053130**.

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

We will continue to review and monitor services on an on-going basis, and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

The Outreach service at Kelsale will close on Wednesday 20 March 2024. Post Office is facing a particularly challenging period, as are other high street retailers. As part of our continuous review of the Post Office network, we will evaluate Post Office service provision in the area. We want to ensure customers can access our quality services and products across the Post Office network and it is important that any service is sustainable for both the operator and for Post Office Limited. 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 will continue to review this position and prioritise those areas with the highest need.

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.

Details of changes to the Outreach services are also provided at the end of this letter and posters will be displayed locally so customers are aware of the changes.

#### How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your envelope for your letter to reach us.**

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.



We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support the change we are making.

Yours faithfully

*Wendy Hamilton*

**Wendy Hamilton  
Network Provision Lead**

Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**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.**

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)

**Changes to the Outreach Service at: Walberswick**  
**Taking effect from Wednesday 27 March 2024**

**Current Outreach Service at Walberswick**  
**Walberswick Village Hall, The Street, Walberswick, Southwold, IP18 6UH**

**Current Outreach opening hours**

Tuesday	13:00 - 15:00
Thursday	10:00 - 12:00

**New Mobile Service at Walberswick**

**From the Car Park**  
**Walberswick Village Hall**  
**The Street**  
**Walberswick**  
**Southwold**  
**IP18 6UH**

**New Mobile Post Office opening hours**

Wednesday	12:00 – 13:00
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**Services**

A similar range of Post Office products and services will be available.

**Access**

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.

Internally, there will be a hearing loop and space for a wheelchair.

**Getting there**

This Mobile service stop will be located at the Walberswick Village Hall Car Park.  
Parking is available within the Walberswick Village Hall Car Park.

**Changes to the Outreach Service at: Yoxford  
Taking effect from Wednesday 27 March 2024**

**Current Outreach Service at Yoxford**  
Yoxford Village Hall, Old High Road, Yoxford, Saxmundham, IP17 3HN

**Current Outreach opening hours**

Monday	09:30 - 12:30
Wednesday	09:30 - 12:30

**New Mobile Service at Yoxford**

From the Car Park  
Yoxford Village Hall  
Old High Road  
Yoxford  
Saxmundham  
IP17 3HN

**New Mobile Post Office opening hours**

Wednesday	09:15 – 10:15
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**Services**

A similar range of Post Office products and services will be available.

**Access**

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.

Internally, there will be a hearing loop and space for a wheelchair.

**Getting there**

This Mobile service stop will be located at the Yoxford Village Hall Car Park.

Parking is available within the Yoxford Village Hall Car Park.

**Changes to the Outreach Service at Snape  
Taking effect from Wednesday 27 March 2024**

**Current Outreach Service at Snape  
Snape Village Hall, Church Road, Snape, Saxmundham, IP17 1SX**

**Current Outreach opening hours**

Monday	09:30 - 12:30
Wednesday	13:30 - 16:00

**New Mobile Service at Snape**

**From the Car Park  
Snape Village Hall  
Church Road  
Snape  
Saxmundham  
IP17 1SX**

**New Mobile Post Office opening hours**

Wednesday	13:45 – 15:45
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**Services**

A similar range of Post Office products and services will be available.

**Access**

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.

Internally, there will be a hearing loop and space for a wheelchair.

**Getting there**

This Mobile service stop will be located 140 metres away from Snape Village Hall.

Roadside parking is available nearby.

**Changes to the Outreach Service at Wangford  
Taking effect from Wednesday 27 March 2024**

**Current Outreach Service at Wangford  
Wangford Community Centre, Millfields, Wangford, Beccles, NR34 8RG**

**Current Outreach opening hours**

Tuesday	10:00 - 12:00
Thursday	13:00 - 15:00

**New Mobile Service at Wangford  
From the layby on The High Street  
At the Church Yard  
Wangford  
Beccles  
NR34 8RL**

**New Mobile Post Office opening hours**

Wednesday	10:30 – 11:30
Thursday	14:30 – 15:30

**Services**

A similar range of Post Office products and services will be available.

**Access**

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.

Internally, there will be a hearing loop and space for a wheelchair.

**Getting there**

This Mobile service stop will be located 0.2 miles away from Wangford Community Centre. Roadside parking is available nearby.

**Alternative Post Office branches for Kelsale Outreach Service**  
**Church Lane, Kelsale, Saxmundham, IP17 2PB**

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**Saxmundham Post Office**

7 High Street  
Saxmundham  
IP17 1DF

**Services**

Offers a comprehensive range of Travel Money, Passport Check & Send, and Vehicle Tax.

**Opening times**

Monday to Wednesday	09:00 – 17:35
Thursday & Friday	09:00 – 17:30
Saturday	09:00 - 14:15
Sunday	Closed

**Access**

This branch has wide doors and access is via a ramp from the footpath with handrails.  
Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office branch is located approximately 1.3 miles away from the Kelsale Outreach service, along varied terrain. There is a shoppers car park 100 meters away. There is a regular bus service available between the Kelsale Outreach service and this Post Office. The nearest bus stop is approximately 240 metres away.

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**Leiston Post Office**

1 - 5 Sizewell Road  
Leiston  
IP16 4AU

**Services**

Offers a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, and On Demand Travel Insurance.

**Opening times**

Monday – Friday	08:30 – 17:00
Saturday	08:30 – 14:00
Sunday	Closed

**Access**

This branch has wide doors and level access at the entrance.  
Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office branch is located approximately 4.6 miles away from the Kelsale Outreach service, along varied terrain. There is a shoppers car park 150 metres away. There is a regular bus service available between the Kelsale Outreach service and this Post Office. The nearest bus stop is approximately 150 metres away.

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**Aldeburgh Post Office**

119 High Street  
Aldeburgh  
IP15 5AA

**Services**

Offers a comprehensive range of Travel Money, Passport Check & Send, and On Demand Travel Insurance.

**Opening times**

Monday	09:00 – 12:30 & 13:30 – 18:00
Tuesday	09:00 – 12:30 & 13:30 – 17:30
Wednesday	10:00 – 14:00
Thursday	
Friday	09:00 – 12:30 & 13:30 – 17:30
Saturday	10:00 – 12:30
Sunday	Closed

**Access**

This branch has a wide door and access is via ramp with handrails.  
Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office is located approximately 8.3 miles away from the Kelsale Outreach service, along varied terrain. Time restricted roadside parking is available along the High Street. There is a regular bus service available between the Kelsale Outreach service and this Post Office service. The nearest bus stop is approximately 140 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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period, we will display a poster in branch and provide information online. We will contact local elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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, 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**  
**comments@postoffice.co.uk**  
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**Textphone: 03457 22 33 55**

<sup>2</sup> 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.

<sup>3</sup> 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 <sup>2</sup> and <sup>3</sup> 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.