



Dear Customer

Changes to Mobile Services

Mobile Service at St Kew Highway, Delabole, Port Issac, Tintagel, St Issey, Rock, Crackington Haven, Trevone, and St Merryn

We are writing further to our recent communication where we advised the Mobile services at St Kew Highway, St Issey, Delabole, Port Issac, Tintagel, Rock, Crackington Haven, Trevone and St Merryn, will cease from week commencing Monday 26 June 2023. The postmaster at St Breward Post Office who operates the above Mobile services, has resigned and subsequently this branch will be closing on Friday 30 June 2023 at 13:00.

We are pleased to let you know that the postmaster from Marshgate Post Office has been appointed and will continue to operate the Mobile services from the same locations at St Kew Highway, St Issey, Delabole, Port Issac, Tintagel, Rock, Crackington Haven, Trevone, St Merryn, from Tuesday 11 July 2023.

To accommodate these services, we have made some minor change to the current opening hours to the above Mobile services. This change will also take effect from Tuesday 11 July 2023.

To serve St Breward community with continued access to Post Office services we are introducing a Mobile Post Office service, which will commence on Monday 17 July 2023. This Mobile service will be operated by the postmaster from Marshgate on Mondays between 15:00 and 16:00, from outside, The Old Inn, Car Park, Bodmin, St Breward, PL30 4PP.

We appreciate that for some customers the opening times may be less convenient than for others and these opening times reflect customer usage which will allow us to maintain a Post Office service to the community for the longer term. 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.

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

We would like to apologise for the inconvenience the temporary closure may cause, during the transfer of the Mobile services and the closure of Breward Post Office branch. Customers may use any suitable alternative Post Office service, details of possible alternative branches for St Kew Highway, St Issey, Delabole, Port Issac, Tintagel, Rock, Crackington Haven, Trevone, St Merryn and St Breward, area provided at the end of the letter.

The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

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. An extract relating to notification is available at the end of this letter.

Thank you for your support in restoring the Mobile Post Office services.

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.

Details of the New Mobile Post Office Service at: St Breward

St Breward Mobile Post Office

The Old Inn
Car Park
Bodmin
St Breward
PL30 4PP

Services

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

Opening times

Monday	15:00 - 16:00
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Access

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Getting there

This new Mobile Post Office service will be located at The Old Inn Car Park outside the current branch, along level terrain. Parking will be available at The Inn Car Park.

Details of changes to the Mobile services:

Details of changes to existing Mobile service: St Kew Highway

St Kew Highway Mobile Post Office Service Community Hall, St Kew Highway, Bodmin, PL30 3EB			
Current opening times		New opening times	
Monday	13:30 – 15:00	Wednesday	10:45 – 12:15
Thursday	14:00 – 15:00		

Details of changes to existing Mobile service: Delabole

Delabole Mobile Post Office Service Car Park, High Street, Delabole, PL33 9AJ			
Current opening times		New opening times	
Tuesday	12:00 – 15:00	Tuesday	12:30 – 15:00
Wednesday	13:30 – 15:00	Wednesday	13:00 – 15:30
Friday	13:30 – 15:00		

Details of changes to existing Mobile service: Port Issac

Port Issac Mobile Post Office Service Trewetha Lane, Car Park, Port Issac, PL29 3SB			
Current opening times		New opening times	
Wednesday	12:00 – 13:00	Thursday	09:00 – 10:00

Details of changes to existing Mobile service: Tintagel

Tintagel Mobile Post Office Service Visitor Centre Car Park, Tintagel, PL34 0AJ			
Current opening times		New opening times	
Tuesday	09:00 – 11:00	Tuesday	09:00 – 11:30
Wednesday	09:00 – 11:00	Thursday	10:30 – 13:00
Friday	09:00 – 11:00		

Details of changes to existing Mobile service: St Issey

St Issey Mobile Post Office Service Garners Way, St Issey, PL27 7RN			
Current opening times		New opening times	
Monday	10:15 – 11:15	Monday	13:15 – 14:15

Details of changes to existing Mobile service: Rock

Rock Mobile Post Office Service Methodist Church, Rock Road, Rock, PL27 6JU			
Current opening times		New opening times	
Monday	12:00 – 13:00	Wednesday	08:45 – 10:15
Thursday	12:00 – 13:00		

Details of changes to existing Mobile service: Crackington Haven

Crackington Haven Mobile Post Office Service Crackington Haven Institute, Car Park, Crackington Haven, Bude, EX23 0JL			
Current opening times		New opening times	
Friday	12:00 – 13:00	Thursday	14:00 – 14:45

Details of changes to existing Mobile service: Trevone

Trevone Mobile Post Office Service Trevone Road, Trevone, Padstow, PL28 8QJ			
Current opening times		New opening times	
Thursday	10:15 – 11:15	Monday	11:45 – 12:15

Details of changes to existing Mobile service: St Merryn

St Merryn Mobile Post Office Service Fryer Tucks Car Park, St Merryn, Padstow, PL28 8NG			
Current opening times		New opening times	
Monday	08:45 – 10:00	Monday	09:00 – 11:30
Thursday	08:45 – 10:00		

Alternative Post Office services

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

During the closure of St Breward Post Office branch and transfer of the Mobile services, customers requiring Post Office facilities may use any convenient Post Office service. Details of possible alternative Post Office branches in the area are provided below for your convenience:

Alternatives for St Breward Post Office St Breward Stores, Churchtown, Bodmin PL30 4PP

St Tudy Post Office

St Tudy Community Shop
Wadebridge Road
St Tudy
Bodmin
PL30 3ND

Services

Offers the similar services with the addition of Dollars On Demand Travel Money, however, excluding National Lottery.

Access and facilities

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

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

Opening times

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

Getting there

This Post Office service is located approximately 3.2 miles away from St Breward branch, along varied terrain.

Parking is available on the forecourt outside the branch.

There are local buses serving the surrounding area.

Blisland Post Office

The Glebe Community Centre
Blisland
Bodmin
PL30 4JE

Services

Offers the similar services.

Access and facilities

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

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

Opening times

Monday to Friday	09:00 – 13:00
Saturday & Sunday	Closed

Getting there

This Post Office service is located approximately 3.7 miles away from St Breward branch, along varied terrain.

Parking is available for one car outside the branch.

Further roadside parking is available nearby.

There is no direct bus service available between St Breward branch and this Post Office service.

Alternatives for St Kew Highway Mobile Post Office Service
Community Hall, St Kew Highway, Bodmin, PL30 3EB

St Mabyn Post Office Service

Wadebridge Road
St Mabyn
Bodmin
PL30 3BQ

Services

Offers the similar services with the addition of National Lottery.

Access and facilities

This branch has a wide door and access is via a ramp at the entrance.

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

Opening times

Monday to Friday	10:00 – 13:00
Saturday	10:00 – 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 2.3 miles away from St Kew Highway Mobile service, along varied terrain.

There is a car park to the rear of the branch.

There are local buses serving the surrounding area.

St Tudy Post Office

St Tudy Community Shop
Wadebridge Road
St Tudy
Bodmin
PL30 3ND

Services

Offers the similar services with the addition of Dollars On Demand Travel Money, however, excluding National Lottery.

Access and facilities

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

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

Opening times

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

Getting there

This Post Office service is located approximately 2.5 miles away from St Kew Highway Mobile service, along varied terrain.

Parking is available on the forecourt outside the branch.

There are local buses serving the surrounding area.

Alternatives for St Issey Mobile Post Office Service
Garners Way, St Issey, PL27 7RN

Padstow Post Office Service

2 Middle Street
Padstow
PL28 8AP

Services

Offers the similar services, with the addition of Euros and Dollars On Demand Travel Money, and Vehicle Tax.

Access and facilities

This branch has a wide door and access is via a step at the entrance.

Internally, there will be a hearing loop.

Opening times

Monday & Tuesday Thursday & Friday	08:00 – 16:00
Wednesday	09:00 – 10:00 11:00 – 17:00
Saturday	09:00 – 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 3.8 miles away from St Issey Mobile service, along varied terrain.

Parking is available at the Padstow Harbour Commissioners Park pay and display Car Park, located 250 metres away from this branch. There are various pay and display car parks located in the surrounding area.

There is a regular bus service available between St Issey Mobile service and this Post Office branch.

The nearest bus stop is approximately 350 metres away.

St Eval RAF Station Post Office Service

The Child Development Centre
750 Orion Drive
St Eval
Wadebridge
PL27 7TU

Services

Offers the similar services, with the addition of Euros and Dollars On Demand Travel Money, Vehicle Tax, and National Lottery.

Access and facilities

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

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

Opening times

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

Getting there

This Post Office service is located approximately 5.7 miles away from St Issey Mobile service, along varied terrain.

There is a dedicated customer car park outside the branch.

There are local buses serving the surrounding area.

Alternatives for Delabole Mobile Post Office Service
Car Park, High Street, Delabole, PL33 9AJ

St Teath Post Office Service

Fore Street
St Teath
Bodmin
PL30 3JA

Services

Offers the similar services, with the addition of Euros On Demand Travel Money.

Access and facilities

This branch has a wide door with grabrails, and access is via a step at the entrance.

Internally, there will be a hearing loop.

Opening times

Tuesday to Saturday	08:00 – 16:00
Sunday	09:00 – 12:00

Getting there

This Post Office service is located approximately 2.3 miles away from Delabole Mobile service, along varied terrain.

Roadside parking is available nearby.

There are local buses serving the surrounding area.

Camelford Post Office Service

12 Market Place
Camelford
PL32 9PB

Services

Offers the similar services, with the addition of a comprehensive range of Travel Money, and Vehicle Tax.

Access and facilities

This branch has a wide door and access is via a ramp at the entrance.

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

Opening times

Monday to Friday	09:00 – 17:00
Saturday	09:00 – 15:00
Sunday	Closed

Getting there

This Post Office service is located approximately 3.3 miles away from Delabole Mobile service, along varied terrain.

Parking is available at the Churchfield pay & display car park located 100 metres away from this branch.

There is a limited bus service available between Delabole Mobile service and this Post Office branch.

The nearest bus stop is approximately 30 metres away.

Alternatives for Port Issac Mobile Post Office Service
Trewetha Lane, Car Park, Port Issac, PL29 3SB

St Minver Post Office Service

Churchtown
St Minver
Wadebridge
PL27 6QH

Opening times

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

Getting there

This Post Office service is located approximately 4.4 miles away from Port Issac Mobile service, along varied terrain.

Parking is available outside the branch and further roadside parking is available nearby.

There are local buses serving the surrounding area.

Services

Offers the similar services, with the addition of Euros On Demand Travel Money.

Access and facilities

This branch has a wide door and access is via steps at the entrance.

Internally, there will be a hearing loop.

St Teath Post Office Service

Fore Street
St Teath
Bodmin
PL30 3JA

Opening times

Tuesday to Saturday	08:00 – 16:00
Sunday	09:00 – 12:00

Getting there

This Post Office service is located approximately 4.9 miles away from Port Issac Mobile service, along varied terrain.

Roadside parking is available nearby.

There are local buses serving the surrounding area.

Services

Offers the similar services, with the addition of Euros On Demand Travel Money.

Access and facilities

This branch has a wide door with grabrails, and access is via a step at the entrance.

Internally, there will be a hearing loop.

Alternatives for Tintagel Mobile Post Office Service
Visitor Centre Car Park, Tintagel, PL34 0AJ

Boscastle Post Office Service

Penally Hill
Boscastle
PL35 0HF

Opening times

Monday to Saturday	08:00 – 19:00
Sunday	Closed

Services

Offers the similar services.

Access and facilities

This branch has a wide door and access is via a threshold strip at the entrance.

Internally, there will be a hearing loop.

Getting there

This Post Office service is located approximately 3.6 miles away from Tintagel Mobile service, along varied terrain. Parking is available at the pay & display car park located at the rear of the branch.

There is a regular bus service available between Tintagel Mobile service and this Post Office branch.

The nearest bus stop is approximately 150 metres away.

St Teath Post Office Service

Fore Street
St Teath
Bodmin
PL30 3JA

Opening times

Tuesday to Saturday	08:00 – 16:00
Monday	Closed
Sunday	Closed

Services

Offers the similar services, with the addition of Euros On Demand Travel Money.

Access and facilities

This branch has a wide door with grabrails, and access is via a step at the entrance.

Internally, there will be a hearing loop.

Getting there

This Post Office service is located approximately 5.4 miles away from Tintagel Mobile service, along varied terrain.

Roadside parking is available nearby.

There is a regular bus service available between Tintagel Mobile service and this Post Office branch.

The nearest bus stop is located opposite the branch.

Alternatives for Rock Mobile Post Office Service
Methodist Church, Rock Road, Rock, PL27 6JU

St Minver Post Office Service

Churchtown
St Minver
Wadebridge
PL27 6QH

Opening times

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

Services

Offers the similar services, with the addition of Euros On Demand Travel Money.

Access and facilities

This branch has a wide door and access is via steps at the entrance.

Internally, there will be a hearing loop.

Getting there

This Post Office service is located approximately 1.9 miles away from Rock Mobile service, along varied terrain. Parking is available outside the branch and further roadside parking is available nearby. There are local buses serving the surrounding area.

Polzeath Post Office Service

Polzeath
Wadebridge
PL27 6SP

Opening times

Monday to Saturday	09:00 – 16:30
Sunday	Closed

Services

Offers the similar services.

Access and facilities

This branch has a wide door and access is via steps at the entrance.

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 2.2 miles away from Rock Mobile service, along varied terrain. Parking is available at the pay and display Polzeath Beach Holiday Park car park located 50 metres away from the branch.

There is a limited bus service available between Rock Mobile service and this Post Office branch.

The nearest bus stop is approximately 40 metres away.

Alternatives for Crackington Haven Mobile Post Office Service
Crackington Haven Institute, Car Park, Crackington Haven, Bude, EX23 0JL

St Gennys Post Office Service

Wainhouse Country Stores

St Gennys

Bude

EX23 0AZ

Opening times

Monday to Saturday	08:00 – 17:30
Sunday	08:00 – 15:30

Getting there

This Post Office service is located approximately 2.8 miles away from Crackington Haven Mobile service, along varied terrain.

Roadside parking is available outside the branch.

There is a regular bus service available between Crackington Haven Mobile service and this Post Office branch.

The nearest bus stop is approximately 80 metres away.

Services

Offers the similar services with the addition of Euros On Demand Travel Money.

Access and facilities

This branch has a wide door with grabrails, and access is via a step at the entrance.

Internally there is a hearing loop.

Marshgate Post Office Service

Marshgate

Camelford

PL32 9YN

Opening times

Monday to Friday	08:30 – 17:30
Saturday	08:30 – 12:30
Sunday	Closed

Getting there

This Post Office service is located approximately 3.8 miles away from Crackington Haven Mobile service, along varied terrain.

Parking is available on the forecourt outside the branch. Further roadside parking is available nearby.

There are local buses serving the surrounding area.

Services

Offers the similar services with the addition of National Lottery.

Access and facilities

This branch has a wide door and access is via a step at the entrance.

Internally, there is hearing loop.

Alternative for Trevone Mobile Post Office Service
Trevone Road, Trevone, Padstow, PL28 8QJ

Padstow Post Office Service

2 Middle Street
Padstow
PL28 8AP

Opening times

Monday & Tuesday Thursday & Friday	09:00 – 17:00
Wednesday	09:00 – 10:00 11:00 – 17:00
Saturday	09:00 – 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 1.8 miles away from Trevone Mobile service, along varied terrain.

Parking is available at the Padstow Harbour Commissioners Park pay and display Car Park, located 250 metres away from this branch. There are various pay and display car parks located in the surrounding area.

There is a regular bus service available between Trevone Mobile service and this Post Office branch.

The nearest bus stop is approximately 350 metres away.

Services

Offers the similar services, with the addition of Euros and Dollars On Demand Travel Money, and Vehicle Tax.

Access and facilities

This branch has a wide door and access is via a step at the entrance.

Internally, there will be a hearing loop.

St Eval RAF Station Post Office Service

The Child Development Centre
750 Orion Drive
St Eval
Wadebridge
PL27 7TU

Opening times

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

Getting there

This Post Office service is located approximately 6.5 miles away from Trevone Mobile service, along varied terrain.

There is a dedicated customer car park outside the branch.

There is a regular bus service available between Trevone Mobile service and this Post Office branch.

The nearest bus stop is approximately 190 metres away.

Services

Offers the similar services, with the addition of Euros and Dollars On Demand Travel Money, Vehicle Tax, and National Lottery.

Access and facilities

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

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

Alternatives for St Merryn Mobile Post Office Service
Fryer Tucks Car Park, St Merryn, Padstow, PL28 8NG

Padstow Post Office Service

2 Middle Street
Padstow
PL28 8AP

Opening times

Monday & Tuesday Thursday & Friday	09:00 – 17:00
Wednesday	09:00 – 10:00 11:00 – 17:00
Saturday	09:00 – 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 2.8 miles away from St Merryn_Mobile service, along varied terrain.

Parking is available at the Padstow Harbour Commissioners Park pay and display Car Park, located 250 metres away from this branch. There are various pay and display car parks located in the surrounding area.

There is a regular bus service available between Trevone Mobile service and this Post Office branch.

The nearest bus stop is approximately 350 metres away.

Services

Offers the similar services, with the addition of Euros and Dollars On Demand Travel Money, and Vehicle Tax.

Access and facilities

This branch has a wide door and access is via a step at the entrance.

Internally, there will be a hearing loop.

St Eval RAF Station Post Office Service

The Child Development Centre
750 Orion Drive
St Eval
Wadebridge
PL27 7TU

Opening times

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

Getting there

This Post Office service is located approximately 4.8 miles away from St Merryn_Mobile service, along varied terrain.

There is a dedicated customer car park outside the branch.

There is a regular bus service available between St Merryn_Mobile service and this Post Office branch.

The nearest bus stop is approximately 190 metres away.

Services

Offers the similar services, with the addition of Euros and Dollars On Demand Travel Money, Vehicle Tax, and National Lottery.

Access and facilities

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

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

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, 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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.