



Dear Customer

Branch Temporary Closure

St Breward Post Office, St Breward Stores, Churchtown, Bodmin, PL30 4PP
Inclusive of services at: St Kew, Delabole, Port Issac, Tintagel, St Issey,
Rock, Crackington Haven and Trevone, St Merryn

We are writing to inform you that, regrettably, due to the resignation of the postmaster and the withdrawal of the premises for Post Office use, St Breward Post Office will be closing on Friday 30 June 2023 at 13:00.

Additionally, as a result of this resignation the services at St Kew, St Issey, Delabole, Port Issac, Tintagel, Rock, Crackington Haven, Trevone and St Merryn, operated by the same postmaster will also be closing the week commencing Monday 26 June 2023.

When a branch is closing, Post Office carefully review service provision in the area to determine whether services can be sustainably maintained by opening a replacement Post Office, and what future services might be needed. However, Post Office is operating in a challenging economic climate. The impact of rising costs, inflation, and limited funding from Government mean that we are unable to fund the costs for every replacement branch or part time outreach service, and we also need to ensure that any new service is sustainable for Post Office and the operator. We have completed a review of service provision in St Breward and currently there are no other retailers nearby to operate a Post Office and therefore, we are not looking to open a replacement branch at this time.

We appreciate that the St Breward and the surrounding communities value their Post Office and we appreciate that customers will be disappointed that we are unable to provide a sustainable replacement service at this time. We apologise to customers who may need to travel further to alternative branches from July. Customers may use any suitable alternative Post Office service, details of possible alternative branches for St Breward, St Kew, St Issey, Delabole, Port Issac, Tintagel, Rock, Crackington Haven, Trevone, St Merryn area provided at the end of the letter.

We will display posters locally to inform customers about these changes.

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.

We would like to thank you for your patience and support at this time.

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.

Alternative Post Office services

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

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 – 12:00 15:30 – 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 Mobile Post Office Service
Community Hall, St Kew Highway, Bodmin, PL30 3EB

St Mabyn Post Office Service

Wadebridge Road
St Mabyn
Bodmin
PL30 3BQ

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 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

Opening times

| | |
|------------------|--------------------------------|
| Monday to Friday | 09:00 – 12:00 15:30 – 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 Mobile service, along varied terrain. Parking is available on the forecourt outside the branch. 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 ramp at the entrance.

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

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.

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

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.

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 |

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.

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 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.

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

Boscastle Post Office Service

Penally Hill
Boscastle
PL35 0HF

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.

Opening times

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

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

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 |
| Monday | Closed |
| Sunday | Closed |

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 |

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.

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.

Marshgate Post Office Service

Marshgate
Camelford
PL32 9YN

Opening times

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

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.

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.

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, 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

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.