



Dear Customer

St Breward Mobile service

Local Public Consultation Decision

I am writing further to my letter dated 13 February 2018, which confirmed that we will be proceeding with our proposal to restore Post Office services to the communities of St Merryn, St Issey, St Kew Highway, Tintagel, South Petherwin, Port Isaac and Rock, with the introduction of a Post Office Mobile service.

Due to operational reasons the service did not commence on Monday 19 March 2018 as previously advised and please accept our apologies regarding this. I am pleased to confirm the Mobile Post Office service for Tintagel, St Issey and Port Isaac commenced on Wednesday 11 April 2018. The Mobile Post Office service for St Merryn, St Kew Highway and Rock commenced on Thursday 12 April 2018 and South Petherwin Mobile Post Office service commenced on Friday 13 April 2018.

We received 62 individual comments from customers and local representatives during the consultation period. This feedback was mainly in support of the changes as it will enable us to reinstate Post Office services in St Merryn, St Issey, St Kew Highway, Tintagel, South Petherwin, Port Isaac and Rock. The communities welcomed the restoration of Post Office services to the above villages, which currently have no Post Office services. However, there was slight concern about the location of our proposed Mobile sites and the visiting days of the Mobile service at some of the locations.

This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service. I fully understand the concerns raised regarding the proposed location for the Mobile Service for some of the above communities. Having taken these concerns into consideration, I am happy to confirm that we have changed the location of St Merryn, Tintagel, Port Isaac, Rock and South Petherwin Mobile service to reflect those concerns.

I have carefully considered our original proposal and the feedback received during the public consultation period. I am confident that the new services for St Kew Highway and St Issey are suitably located and along with the re-sited service to St Merryn, Tintagel, Port Isaac, Rock and South Petherwin this new way of offering Mobile Post Office services will meet customer needs in these areas. Full details of these services and changes are provided at the end of this letter.

We do understand that for some customers the new mobile service times may be less convenient, however, we do consider that changing the hours for the mobile service can still meet the needs of our customers in the rural communities and allow us to maintain sustainable services to them in the longer term. We will, however, continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

Posters will now be displayed locally to let customers know about this decision.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

When entering the website you will be asked to enter the code for this service 181444.

Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Regional Network Change Manager

How to contact us:

www.postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Details of the new Mobile service:

St Merryn Mobile Post Office

Car Park adjacent to
Fryer Tucks Chip Shop
St Merryn
Padstow
PL28 8NG

Opening times

Monday	08:45 – 10:00
Thursday	08:45 – 10:00

Services

The same 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 and facilities

An electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.2 miles away from the previous location, along varied terrain.

Details of the new Mobile service:

St Issey Mobile Post Office

On road adjacent to Village Hall on
Gardeners Way
St Issey
Wadebridge
PL27 7RN

Opening times

Wednesday	14:00 – 15:00
-----------	---------------

Services

The same 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 and facilities

An electronic tailgate is available to facilitate easy access
for wheelchair users and those with disabilities.

Transport/parking

Roadside parking is available nearby.
There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.2 miles
away from the previous location, along varied terrain.

Details of the new Mobile service:

St Kew Highway Mobile Post Office

On road adjacent to
St Kew Highway Community Hall
Lemellen Gardens
St Kew Highway
Bodmin
PL30 3EB

Opening times

Monday	13:30 – 15:00
Thursday	13:30 – 15:00

Services

The same 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 and facilities

An electronic tailgate is available to facilitate easy access
for wheelchair users and those with disabilities.

Transport/parking

Roadside parking is available nearby.
There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.1 miles
away from the previous location, along varied terrain.

Details of the new Mobile service:

Tintagel Mobile Post Office

Tintagel Visitor Centre
Bossiney Road
Tintagel
PL34 0AJ

Opening times

Tuesday	09:30 – 11:30
Wednesday	09:30 – 11:30
Friday	09:30 – 11:30

Services

The same 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 and facilities

An electronic tailgate is available to facilitate easy access
for wheelchair users and those with disabilities.

Transport/parking

Roadside parking is available nearby.
There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.3 miles
away from the previous location, along varied terrain.

Details of the new Mobile service:**South Petherwin Mobile Post Office**

Car Park Opposite
South Petherwin Methodist Chapel
South Petherwin
PL15 7LE

Opening times

Tuesday	12:45 – 13:45
Friday	12:45 – 13:45

Services

The same 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 and facilities

An electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Roadside parking is available nearby.
There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.3 miles away from the previous location, along varied terrain.

Details of the new Mobile service:**Port Isaac Mobile Post Office**

Overflow Section of Main Car Park
Trewetha Lane
Port Isaac
PL29 3TR

Opening times

Wednesday	12:30 – 13:30
-----------	---------------

Services

The same 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 and facilities

An electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Pay & Display parking is available with dedicated marked disabled bays at Trewetha Lane Main Car Park
There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.1 miles away from the previous location, along varied terrain.

Details of the new Mobile service:**Rock Mobile Post Office**

Rock Methodist Church
1 Rock Road
Rock
PL27 6JU

Opening times

Monday	11:00 – 12:30
Thursday	11:00 – 12:30

Services

The same 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 and facilities

An electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Roadside parking is available nearby.
There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.3 miles away from the previous location, along varied terrain.
