



Dear Customer

St Breward Mobile service

Local Public Consultation

We are pleased to let you know that we will be restoring 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, which will commence on Monday 19 March 2018.

Since the closure of Post Office services at the above locations, we have continued to work to identify a solution that will enable us to restore services to the local communities. We are therefore planning to introduce a Post Office Mobile service, which is a tried and tested way of maintaining service to smaller communities.

The Mobile service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises that has formed part of our operational network for some years now.

We are therefore pleased to inform you that the Postmaster from St Breward Post Office is willing to offer services to the above locations. The establishment of Mobile services presents the best possible solution to restore Post Office services to these communities.

Full details of the new services are provided at the end of this letter.

Consulting on the new service

Whilst the decision has already been made to re-store Post Office services at the above locations, we would still like your views on the service offer. We are now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the locations, particularly on the following areas:

- How suitable do you think the new Post Office Mobile service and stopping points are to the communities of St Merryn, St Issey, St Kew Highway, Tintagel, South Petherwin, Port Isaac and Rock
- How easy is it to get there
- Are there any local community issues which you think could be affected by the change
- Do you have any comments about the days or opening hours of the services

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for these services either by entering branch name, postcode or the unique branch code:

St Breward 181444

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	14 February 2018
Local Public Consultation ends	28 March 2018
Date of Change	19 March 2018

To restore Post Office services as quickly as possible to the local communities, we will introduce the services from week starting Monday 19 March 2018, however, we still welcome your feedback on the services, and the period of consultation will remain open until 28 March 2018.

We're carrying out consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

We will inform our customers of the final plans by displaying posters locally.

Thank you for considering our proposal.


Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55

 FREEPOST Your Comments
**Please note this is the full address to use
and no further address details are required.**

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.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation 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 please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new Mobile service:

St Merryn Mobile Post Office

On road adjacent to Parc Eglos
St Merryn
Padstow
PL28 8NW

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**

On road opposite Pendragon
Merlins Way
Tintagel
PL34 0BP

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**

In layby opposite
South Petherwin School
South Petherwin
Launceston
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**

In the overflow section of Main Car Park
Trewetha Lane
Port Isaac
PL29 3SB

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

Trelyn Road
Rock
Wadebridge
PL27 6LZ

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.

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at postofficeviews.co.uk