



Dear Customer

Changes to St Clare Mobile Service

We are writing to let you know that we will be commencing a temporary Post Office Mobile service in Mousehole from Thursday 30 September 2021. The current Mousehole branch, providing Post Office services to the local community, will close on 25 September 2021 due to the resignation of the postmaster. We are pleased to be able to reinstate the service as a Temporary Mobile service, whilst we continue to seek a permanent solution.

The new service will be operated from The Solomon Browne Memorial Hall Car Park, Duck Street, Mousehole, Penzance, TR19 6QW by postmaster from St Clare Street Post Office and will offer a wide range of Post Office products and services. Full details of the new temporary service are provided at the end of this letter.

To accommodate the new Mobile service in Mousehole there will be some changes to the current Mobile service, also provided by St Clare Street Post Office, at Newlyn and Carbis Bay from 30 September 2021.

Further details of the changes to these services are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed 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".

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 maintaining a Post Office service.

Yours sincerely

Matthew Walls

Matthew Walls
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

New Service Details:

During the Coronavirus pandemic 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

Mousehole Mobile service

Car Park
The Solomon Browne Memorial Hall
Duck Street
Mousehole
Penzance
TR19 6QW

Services

A wide range of services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Opening times

Thursday	12:15 – 13:30
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Transport/Parking

There is a Pay & Display car park within 160 metres of the Memorial Hall.

Getting there

This Post Office service will be located approximately 100 metres away from Mousehole branch, along varied terrain.

Details of the changes to the Mobile service opening times for Newlyn and Carbis Bay

Newlyn Mobile Service, Barrons Square, Newlyn, Penzance, TR18 5HL

Current opening times

Tuesday	13:00 – 17:00
Thursday	13:00 – 17:00

New opening times

Tuesday	13:00 – 17:00
Thursday	14:15 – 17:00

Carbis Bay Mobile service, Carbis Bay Memorial Hall, Carbis Bay, St Ives, TR26 2TA

Current opening times

Tuesday	09:00 – 12:00
Thursday	09:00 – 12:00

New opening times

Tuesday	09:00 – 12:00
Thursday	09:00 – 11:30

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.

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

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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.