



Dear Customer,

Changes to St Clare Street Mobile service

We are delighted to let you know that we will be restoring Post Office services to the Pendeen community on Monday 06 June 2022 at 09:00 with the introduction of a new temporary Mobile service whilst we continue to seek a permanent solution. The new Mobile service will be operated outside Pendeen Surgery, Penzance, TR19 7DN by the postmaster from St Clare Post Office.

To accommodate the new Mobile service at Pendeen, there will be some changes to the current opening hours of the Mobile services at Praa Sands, Gulval and Heamoor. These changes will take effect from the week commencing Monday 06 June 2022.

We've been working hard to identify a solution to restore services locally and a Mobile service, which 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, is a tried and tested way of maintaining service to smaller communities. We constantly monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities.

Regarding the other changes to the St Clare Street Mobile service, as you may be aware, the Mousehole Mobile service relocated to provide Post Office services at a new location - North Quay Side, Penzance, TR19 6PH in October 2021.

We would also like to notify you about an imminent short break in the service as the Mobile van will be undergoing some repairs. This short service closure period is currently scheduled from Tuesday 14 June 2022 to Tuesday 21 June 2022. During this period the van will not be able to attend any Mobile service location.

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

I know that the local community will join me in welcoming the restoration of the Post Office in Pendeen as good news and hope that you and our customers will continue to use this Mobile service. If you are a local representative, please feel free to 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.

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 restoring a Post Office service.

Yours faithfully,

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

Pendeen Mobile Service

Outside Pendeen Surgery

Penzance

Cornwall

TR19 7DN

Services

A 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

Monday	09:00 – 10:00
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Getting there

This Post Office service is located outside the previous branch, along varied terrain. Parking is available nearby. Parking is available close to where the Mobile van will be parked.

Details of the Mousehole Mobile service relocation:

Mousehole Mobile Service

North Quay Side
Penzance
Cornwall
TR19 6PH

Services

The same range of services are 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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Getting there

This Mobile service is located approximately 0.1miles from previous location, along varied terrain. Parking is available close to where the Mobile van is parked. There are local buses serving the surrounding area.

Details of the change to the existing Mobile service:

Praa Sands Mobile Service

Wheal Parade
Praa Sands
Penzance
TR20 9SQ

Current opening times

Monday	11:45 – 12:30
Friday	11:30 – 12:30

New opening times

Friday	11:30 – 12:30
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Gulval Mobile Service

Gulval School
School Lane
Penzance
TR18 3BJ

Current opening times

Monday	11:00 – 11:30
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New opening times

Monday	12:00 – 12:30
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Heamoor Mobile Service

British Legion
Bolithio Road
Penzance
TR18 3EH

Current opening times

Monday	09:00 – 10:45
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New opening times

Monday	10:15 – 11:45
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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

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.