



Dear Customer

### **Changes to St Clare Street Mobile service**

We are making some changes to the Post Office services at Nancegollan, Connor Downs and Leedstown.

Nancegollan Outreach Service which is operating from the rear of premises at number 2 The Green, Nancegollan, Helston, TR13 0AJ, will cease from Friday 25 November 2022 at 15:00.

We are replacing the Outreach Service at Nancegollan with a Mobile Post Office Service, which will operate from outside the Nancegollan Village Hall, The Green, Nancegollan, Helston, TR13 0AJ. This new Mobile Service will commence from Wednesday 30 November 2022, and will operate on Wednesdays, between 12:00 and 12:45.

The Mobile Post Office Service, which is a tried and tested way of maintaining services to the local communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to the local communities without relying on fixed premises that has formed part of our operational network for some years now.

We are pleased to let you know that the postmaster from St Clare Street Post Office who currently operates a Mobile Service in the area, will be extending the Post Office Service to the community in Nancegollan.

To accommodate the new Mobile service at Nancegollan, we have made changes to the opening hours at the current Mobile Services at Connor Downs and Leedstown. These changes will also take effect from Wednesday 30 November 2022.

Details of changes to the Post Office services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

We appreciate that for some customers the opening times may be less convenient than for others and these opening times reflect customer usage which will allow us to maintain a Post Office service to the community for the longer term. We will continue to review and monitor services on an on-going basis, and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

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 engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We hope that you and the local community will support the Post Office service in your area.

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 branches

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](http://www.postoffice.co.uk/branch-finder)

#### Details of the New Mobile Post Office Service at: Nancegollan

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##### Nancegollan Post Office

Located outside the  
Nancegollan Village Hall  
The Green  
Nancegollan  
Helston  
TR13 0AJ

##### Services

A range of Post Office services will be available.

##### Access

There is a step into the Mobile vehicle, however, an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

##### New Opening times

Wednesday	12:00 – 12:45
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##### Getting there

This new Mobile service will be located outside the Nancegollan Village Hall on The Green, in Nancegollan. Roadside parking is available nearby.

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#### Details of changes to existing Mobile Post Office Services:

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##### Connor Downs Mobile Post Office Service

Connor Downs Mobile Post Service,  
Located Outside the Connor Downs Womens Institute Hall,  
Turnpike Road, Connor Downs, Hayle, TR27 5DT

##### Current opening times

Wednesday	09:00 – 11:30
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##### New opening times

Wednesday	09:00 – 11:00
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##### Leedstown Mobile Post Office Service

Leedstown Mobile Post Office Service,  
Located Outside the Leedstown Village Hall,  
Carsize Lane, Leedstown, Hayle, TR27 6EN

##### Current opening times

Wednesday	11:45 – 12:30
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##### New opening times

Wednesday	11:15 – 11:45
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## **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](https://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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact local elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

**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**

<sup>2</sup> Locally elected representatives include 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.

<sup>3</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in <sup>2</sup> and <sup>3</sup> above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.