



Dear Customer

### **Changes to Stoke Canon Outreach Service**

We are delighted to let you know that we will be restoring Post Office services for the customers of the Sylvania Drive Post Office on Thursday 4 November 2021 at 14:15. The branch closed temporarily in July 2018 following the resignation of the postmaster and the withdrawal of the premises for Post Office use. We are pleased to be able to reinstate the service as a Temporary Hosted Outreach whilst we continue to seek a permanent solution.

The new Outreach service will be operated from the same premises by the postmaster from Stoke Canon 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.

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

To accommodate the new Outreach service there will be changes to the current Outreach services at Cheriton Fitzpaine and Newton St Cyres starting from Thursday 4 November 2021. Further details of the changes are provided at the end of this letter.

If you have any questions 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. A copy 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:**

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your envelope  
for your letter to reach us.**

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 two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**Details of the new Outreach service:**

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**Sylvania Drive Post Office Outreach service**

Community Shop  
1 Sylvania Drive  
Exeter  
EX4 5DT

**Services**

A wide range of services will be available.

**Access**

The new premises have a wide door and a ramp with a handrail at the entrance

**Transport/parking**

Roadside parking is available nearby.

**Opening times**

Thursday	14:15 – 16:15
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**Details of changes to existing Outreach services:**

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**Cheriton Fitzpaine Post Office Outreach Service, Parish Hall, Bury Hill, Cheriton Fitzpaine, Crediton, EX17 4BB**

**Current opening times**

Tuesday	14:00 – 16:00
Thursday	09:00 – 11:00

**New opening times**

Tuesday	14:00 – 16:00
Thursday	09:00 – 10:30

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**Newton St. Cyres Post Office Outreach Service, Parish Hall, The Village, Newton St. Cyres Exeter, EX5 5BW**

**Current opening times**

Tuesday	09:00 – 11:00
Thursday	12:30 – 14:30

**New opening times**

Tuesday	09:00 – 11:00
Thursday	12:00 – 13:30

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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](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 locally 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**

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<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.