



Dear Customer

**Changes to Strete Outreach Service**  
**Affecting Torcross, Loddiswell & Slapton**

We are writing to inform you that, regrettably, due to low customer usage the Outreach service at Torcross, operated by the postmaster from Strete Post Office will be closing on Monday 18 September 2023.

Along with the closure, there will be some changes to the current opening hours at Loddiswell and Slapton Outreach Post Office service, also operated by the postmaster from Strete Post Office. These changes will take effect week commencing Monday 18 September 2023.

We will continue to monitor the number of customers using Post Office services and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

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

We will display posters locally to inform customers. If you are a local representative, it would be helpful if you could 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 these changes, please contact the National Consultation Team, as detailed below.

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.

We would like to thank you for your patience and support at this time.

Yours faithfully

*Matthew Walls*

**Matthew Walls**  
**Network Provision Lead**

**How to contact us:**

comments@postoffice.co.uk  
postofficeviews.co.uk  
FREEPOST Your Comments

**Alternatives for Torcross Outreach Post Office Service**  
**Start Bay Inn, Torcross, Kingsbridge, Devon, TQ7 2TQ**

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**Chillington Post Office**

Chillington  
Kingsbridge  
TQ7 2LF

**Current Opening times**

Monday - Friday	09:00 – 17:30
Saturday	09:00 -13:00

**Services**

Offers similar services, with the addition of Euro Travel Money, Vehicle Tax and National Lottery.

**Access**

This branch has a wide door and a step at the entrance.

**Getting there**

This Post Office service is located approximately .2 miles away from Torcross branch, along varied terrain. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

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**Strete Post Office**

Strete  
Dartmouth  
Devon  
TQ6 0RW

**Services**

Offers similar services, with the addition of Euro Travel Money.

**Access**

This branch has a wide door and steps at the entrance.

**Opening times**

Monday, Wednesday, Thursday, Friday & Saturday	09:00 – 17:30
Tuesday	09:00 – 13:00

**Getting there**

This Post Office service is located approximately 3.2 miles away from Torcross branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

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**Details of the change to existing Outreach Services**

**Loddiswell Outreach Service, 2 Fore Street, Loddiswell,  
Kingsbridge, Devon, TQ7 4QL**

**Current opening times**

Tuesday	09:00 -12:00
Wednesday	14:00 -17:00

**New opening times**

Tuesday	10:00 -12:00
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**Slapton Outreach Service, Slapton Village Hall, Wood Lane, Slapton,  
Kingsbridge, Devon, TQ7 2QX**

**Current opening times**

Thursday	09:00 - 13:00
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**New opening times**

Thursday	10:00 - 12:00
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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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup> / 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.