



Dear Customer

## **Local public consultation - Have your say**

**Upton Cross Outreach Service**  
**Linkinhorne Parish Hall, Upton Cross, Liskeard, PL14 5AX**

We are moving the above Post Office service to a new location – Shop at the Inn, Caradon Inn, Upton Cross, Liskeard, PL14 5AZ.

### **Why are we moving?**

An opportunity has arisen to move this Post Office service into the local village shop within the Caradon Inn. The postmaster from Gunnislake Post Office will continue to operate the Post Office service from the new location.

To restore Post Office services as quickly as possible to the local community, we plan to open the Post Office service at the new premises on Tuesday 22 August 2023 at 13:00. The current Outreach Post Office service will close on Wednesday 16 August 2023 at 14:00. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in the Linkinhorne Parish Hall and the new premises to let customers know.

Our priority is to safeguard our services in the locality in the longer term and the relocation of Upton Cross Post Office will enable us to maintain a Post Office service to our customers in the local community, as well as supporting the viability of the village shop.

### **We'd like your help**

Whilst the decision has already been made to move the service, we would still like your views on access and the service offered at the new location. Therefore, we're now commencing a local public consultation and would like to hear your views, particularly around the following questions:

### **What exactly are we consulting on?**

We'd welcome your comments on the following areas:

- **Are the new premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the Post Office move?**
- **Is there anything we could do to make it easier for customers?**

Local Public Consultation starts	<b>Friday 28 July 2023</b>
Local Public Consultation ends	<b>Friday 15 September 2023</b>

You can share your views on the planned change through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **619471**

### **How to share your views:**

#### **Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**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.



In order to minimise the loss of Post Office service to our customers in Upton Cross, the new Post Office service is due to open on Tuesday 22 August 2023 at Shop at the Inn. However, this does not affect the period of public consultation which is ongoing until Friday 15 September 2023.

During the transfer of the service, customers requiring Post Office facilities may use any convenient Post Office service. Details of alternative Post Office services are provided below for your convenience:

- Rilla Mill Outreach Service, Rilla Mill Village Hall, Rilla Mill, Callington, PL17 7NT
- Minions Post Office, Minions, Liskeard, PL14 5LE
- Pensilva Outreach Service, Millennium House, Central Square Princess Road, Liskeard, PL14 5NF

#### **Good to know**

- Customers will access Post Office services at a modern serving point that's part of the retail counter.
- We'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed.
- The Post Office will offer a similar range of Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient.
- Posters and leaflets will now be displayed at the Linkinhorne Parish Hall and Shop at the Inn to let customers know about the changes and to ask their views.
- All staff employed to work in the new branch will be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to consultation is available at the end of this letter.

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 Upton Cross Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the top of the first page.

Yours faithfully

*Jason Collins*

**Jason Collins**  
**Network Provision Manager**  
**Post Office Limited**

## Upton Cross Outreach Service Information Summary

Current Location	New Location						
Linkinhorne Parish Hall Upton Cross Liskeard PL14 5AX	Shop at the Inn Caradon Inn Upton Cross Liskeard PL14 5AZ						
Current opening hours	New opening hours						
<table><tr><td>Weds</td><td>12:30 – 14:00</td></tr></table>	Weds	12:30 – 14:00	<table><tr><td>Mon - Sat</td><td>10:00 - 16:00</td></tr><tr><td>Sun</td><td>12:00 – 16:00</td></tr></table>	Mon - Sat	10:00 - 16:00	Sun	12:00 – 16:00
Weds	12:30 – 14:00						
Mon - Sat	10:00 - 16:00						
Sun	12:00 – 16:00						

**There are times our branches may need to make changes to its 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)**

### **Products & Services**

A similar range of products and services will still be available, however excluding Vehicle Tax and Euros & Dollars Travel Money.

### **Serving positions**

There will be a Post Office serving point at the retail counter.

### **Access**

The new premises will have a wide door and access will be via a threshold strip at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

### **Getting there**

The new Post Office service will be located approximately 300 metres away from the current Outreach service, along varied terrain.

There will be a dedicated customer car park located across the road from Shop at the Inn and roadside parking is available nearby.

### **Retail**

Village shop within the Inn.

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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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>1</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

**These Principles have been agreed with Citizens Advice, Consumer 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, Consumer 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**  
**03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments Call:**

<sup>1</sup> 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.

<sup>2</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

<sup>3</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>4</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 3 and 4 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.