



Dear Customer,

## **Engaging with our customers - Share your views**

### **Changes to Upwell Mobile Services**

#### **Affecting St Johns Fen, Walton Highway and Magdalen Mobile Services and St Germans Post Office**

We are delighted to let you know that following the closure of St Germans Post Office, we are restoring Post Office services to the community with the introduction of a Mobile service operating from the carpark of the previous location at 20A School Road, Wiggshall St Germans, Kings Lynn, PE34 3DR on Thursday 16 April 2026 at 10:00.

We've been working hard to identify a solution to restore services locally and are pleased to inform you that the Postmaster from Upwell Post Office has agreed to introduce the Mobile service to the community of St Germans. 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.

To accommodate the new Mobile service, there will be some changes to the current services, offered by Upwell Mobile service, at St Johns Fen, Walton Highway and Magdalen from the week commencing Monday 13 April 2026. Further details of the changes to these services are provided at the end of this letter.

#### **We would like to hear from you**

As we are keen to restore services to this community as soon as possible, we have decided to go ahead with our plans. Restoring the service as a Mobile outreach is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the day/s and opening hours?

We will be accepting comments until Thursday 23 April 2026. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on the reopening of this Post Office service 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 engagement for this service either by branch name, postcode or the unique branch code **113444**

#### **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.



We will display posters locally to tell customers the good news. 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.

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the starting date, posters will be displayed locally to let customers know.

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 do hope that you will support this new service.

Yours faithfully

*Sally Ingold*

**Sally Ingold**  
**Area Change Manager**

## Details of the new Mobile Service:

<b>St Germans Mobile Service</b>	<b>Services available</b>		
20A School Road Wiggenhall St Germans Kings Lynn PE34 3DR	Offers similar services, however excluding Vehicle Tax.		
<b>Opening times</b>	<b>Access</b>		
<table border="1"> <tr> <td style="background-color: #e0f2f7;">Thurs</td> <td style="background-color: #e0f2f7;">10:00 – 10:30</td> </tr> </table>	Thurs	10:00 – 10:30	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.
Thurs	10:00 – 10:30		

### Getting there

This Mobile service will be operating from the carpark of the previously closed branch. Parking is available next to the Mobile van in Wiggenhall St Germans Memorial Hall carpark. Public transport is available to and from the surrounding area.

## Details of the change to existing Mobile service opening hours:

<b>St Johns Fen Mobile Service</b>	Outside the Old Post Office, School Road, St Johns Fen End, Wisbech, PE14 7SJ								
<b>Current opening times</b> <table border="1"> <tr> <td style="background-color: #e0f2f7;">Monday</td> <td style="background-color: #e0f2f7;">08:30 – 09:00</td> </tr> <tr> <td style="background-color: #e0f2f7;">Thursday</td> <td style="background-color: #e0f2f7;">08:30 – 09:00</td> </tr> </table>	Monday	08:30 – 09:00	Thursday	08:30 – 09:00	<b>New opening times</b> <table border="1"> <tr> <td style="background-color: #e0f2f7;">Monday</td> <td style="background-color: #e0f2f7;">08:30 – 09:00</td> </tr> <tr> <td style="background-color: #e0f2f7;">Thursday</td> <td style="background-color: #e0f2f7;">08:30 – 08:45</td> </tr> </table>	Monday	08:30 – 09:00	Thursday	08:30 – 08:45
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<b>Walton Highway Mobile Service</b>	Outside Old Post Office, 1 St Pauls Road North, Walton Highway, Wisbech, PE14 7DN								
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<b>Magdalen Mobile Service</b>	Near Wiggenhall St Mary Magdalen Church, Church Road, Magdalen, Kings Lynn, PE34 3DG								
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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](http://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 closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified<sup>2</sup> and where there is no degradation of access to Post Office services (into and inside the premises).

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>3</sup>, the Consumer Advocacy Bodies and selected charities<sup>4</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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.**

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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**

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<sup>2</sup> Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

<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.