



Dear Customer

**Local public consultation retail partner withdrawn & Temporary closure**

**Wadebridge Post Office  
Spar, The Platt, Wadebridge, PL27 7AE**

We are writing further to our letter dated 22 May 2023 and our consultation proposal to move the Wadebridge Post Office to the new premises located at Spar, 61 Egloshayle Road, Wadebridge, PL27 6AE.

Our retail partner, Spar, have reviewed the premises again and although initially they had plans to incorporate a Post Office counter in the store, they will not be able to undertake improvements at the proposed new premises due to space constraints. Therefore, it would not be suitable to accommodate the Post Office branch as originally envisaged. Regrettably, as the lease has expired at the current Wadebridge branch location, and as they have no other suitable alternative premises, our retail partner has now resigned.

As a result, the local public consultation on the proposed relocation of the branch to 61 Egloshayle Road, Wadebridge has ceased with immediate effect. Subsequently, due to the lease expiry at the current branch location and as the premises will no longer be available for Post Office use, Wadebridge Post Office branch will close on Monday 19 June 2023 at 17:30. We appreciate that this is very disappointing news.

The provision of a Post Office service to our customers in the local community is important to us, and we will continue to work hard to restore services in the area as soon as possible. We would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy is currently being advertised on our website; a direct link is detailed below. Applications will be carefully considered [Find Post Office opportunities near PL27 7AE - Run a Post Office](#). If you are aware of any interested parties, please do share the link with them.

Any new location proposal would be subject to our Principles of Community Engagement process.

Following the closure of the branch, customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are shown at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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.

We're carrying out this notification in line with our Principles of Community Engagement. 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 the Post Office in the local community. If you would like a supply of posters, please let us know.

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully

*Adam Shillcock*

**Adam Shillcock**  
**Network Provision Manager**  
**Post Office Limited**

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

**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)

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#### St Mabyn Post Office

Wadebridge Road  
St Mabyn  
Bodmin  
PL30 3BQ

#### Services

Offers similar services, with the addition of National Lottery, however excluding, Euros On Demand Travel Money, and Vehicle Tax.

#### Opening times

Monday to Friday	10:00 – 13:00
Saturday	10:00 – 12:00
Sunday	Closed

#### Access

This branch has a wide door and access is via a ramp at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 4 miles away from Wadebridge branch, along varied terrain.

There is a car park to the rear of the branch.

There is a regular bus service available between Wadebridge branch and this Post Office service.

The nearest bus stop is approximately 190 metres away.

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#### Bodmin Post Office

40 Fore Street  
Bodmin  
PL31 2HL

#### Services

Offers similar services, with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, and On Demand Travel Insurance.

#### Opening times

Monday to Friday	09:00 – 17:00
Saturday	09:00 – 13:00
Sunday	Closed

#### Access

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 7 miles away from Wadebridge branch, along varied terrain.

Time restricted roadside parking is available outside the branch and nearby.

There is a regular bus service available between Wadebridge branch and this Post Office service.

The nearest bus stop is approximately 240 metres away.

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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 **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**

**Comments@postoffice.co.uk**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

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