



Dear Customer

Wadebridge Post Office®
Previously located at: The Platt, Wadebridge, PL27 7AG

Branch Reopening

Following our decision to proceed with relocation, we will be reopening the above Post Office at Spar Stores, The Platt Wadebridge, PL27 7AE. To accommodate the new branch, the current temporary Post Office service will close on Tuesday 30 March 2021 at 16:00 due to the extensive building work required. It is envisaged that the work will take approximately two weeks to complete, following which the new branch will open on Wednesday 14 April 2021 at 13:00.

The previous branch closed temporarily on 17 June 2020 following the resignation of the operator. In order to maintain provision of Post Office service to the local community, prior to the temporary closure we conducted public consultation from 31 March 2020 to 12 May 2020 proposing to move the branch to Spar Stores, The Platt Wadebridge, PL27 7AE. However, due to unforeseen circumstances, the relocation of the branch was delayed.

To avoid the loss of this Post Office service, while we were making arrangements for branch to reopen at the new premises, we introduced a temporary Post Office service from 26 June 2020. This temporary service initially operated from Wadebridge Town Council, The Platt, Wadebridge, PL27 7AG and relocated to Spar Stores, The Platt Wadebridge, PL27 7AE on 7 September 2020.

The service is currently run by a temporary Postmaster using one counter but after the refurbishment the shop staff will have been trained to run the new branch. The new permanent service will offer extended opening hours between 7:00 - 21:00 Mon - Sun and serve customers more efficiently from two Post Office counters.

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

- Chapel Amble Post Office, Chapel Amble, Wadebridge, Cornwall, PL27 6EU
- Bodmin Post Office, 40 Fore Street, Bodmin, PL31 2HL

It would be helpful if you could share this information 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.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. A copy is available at the end of this letter.

Yours faithfully

Jason Collins

Jason Collins
Regional Change Manager

How to contact us:

comments@postoffice.co.uk
[postofficeviews.co.uk](https://www.postofficeviews.co.uk)
FREEPOST Your Comments

Wadebridge Post Office information sheet				
	New Post Office location			
Address	Spar Stores The Platt Wadebridge PL27 7AE			
Post Office opening hours		Mon	07:00 – 21:00	
		Tue	07:00 – 21:00	
		Wed	07:00 – 21:00	
		Thu	07:00 – 21:00	
		Fri	07:00 – 21:00	
		Sat	07:00 – 21:00	
		Sun	07:00 – 21:00	
Distance	70 metres away from the closed branch, along varied terrain.			
Products & Services	A wide range of products and services will be available.			
Serving positions	There will be two Post Office serving points provided for use at the retail counter.			
Accessibility	Access and facilities The new premises have a wide door and a level access at the entrance.			
	Parking Pay & Display car park available nearby.			
Retail	Convenience store			
Date of new branch opening	14 April 2021			

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.

Wadebridge Post Office® services available	
For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator. Customers can also shop online at www.postoffice.co.uk	
	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Driving	
Car tax	x
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	x
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	Available from retail
Payment by cheque	✓
Products marked x are available at at Bodmin Post Office, 40 Fore Street, Bodmin, PL31 2HL	
Opening times: Mon - Fri 09:00 – 17:00 Sat 09:00 – 13:00 Sun Closed	

Principles of Community Engagement on changes to the Post Office network

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 closure¹/ 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.

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 representatives², the Consumer Advocacy Bodies and selected charities³, 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.

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

- Permanent closure of a Post Office branch⁴
- 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-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities 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, 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
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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ 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 2 and 3 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.

⁴ 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.

⁵ 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.