



Dear customer

Changes to Wareham Mobile Service
Affecting Stoborough, Harmans Cross, and Lulworth Camp

We are writing to inform you that, regrettably, due to low customer usage, the mobile services at Stoborough, Harmans Cross and Lulworth Camp, operated by the Postmaster from Wareham Post Office, will be closing week commencing Monday 28 October 2024.

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

We will display posters locally to let our customers know. 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 do hope that you will support this new service.

Yours faithfully,

Antoinette Chitty

Antoinette Chitty
Area Change Manager

How to contact us:

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.

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

**Alternative branches for Stoborough Outreach Service, Village Hall,
West Lane, Stoborough, Wareham, Dorset, BH20 5AD, due to close
Tuesday 29 October 2024.**

Wareham Post Office		Services
12 North Street Wareham Dorset BH20 4AW		Offers the same services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon - Wed	08:30 – 17:30	This branch has a wide door and a step at the entrance.
Thu & Fri	09:00 – 17:30	
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 0.8 miles from Stoborough Post Office branch, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding area. is available directly outside the branch.		

Carey Estate Post Office		Services
21-25 Carey Road Wareham Dorset BN20 4AY		Offers the same services.
Opening times		Access
Mon & Sun	08:00 – 20:00	Access is level at the entrance to the premises.
Getting there		
Approximately 1.6 miles from Stoborough Post Office branch, along varied terrain. Parking is available directly outside the branch. Public transport is available to and from the surrounding area.		

Alternative branches for Harmans Cross Outreach Service, Harmans Cross Village Hall, Haycrafts Lane, Harmans Cross, Swanage, Dorset BH19 3EB, due to close Thursday 31 October 2024

Valley Road Post Office		Services
Valley Road Swanage Dorset BH19 3DX		Offers the same services.
Opening times		Access
Mon - Fri	07:00 – 20:00	This branch has a wide door and a step at the entrance to the premises.
Sat & Sun	08:00 – 20:45	
Getting there		
Approximately 0.9 miles from Harmans Cross Outreach Service, along varied terrain. Parking is available on the forecourt. There are no direct bus services between this branch and Harmans Cross Outreach Service.		

Corfe Castle Post Office		Services
25 East Street Corfe Castle Wareham Dorset BH20 5EE		Offers similar services, with the addition of Vehicle Tax and Euro/Dollar Travel Money.
Opening times		Access
Mon & Sun	06:00 – 20:00	This branch has a wide door and a step at the entrance to the premises.
Getting there		
Approximately 2.2 miles from Harmans Cross Outreach Service, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding area. There are no direct bus services between this branch and Harmans Cross Outreach Service.		

**Alternative branches for Lulworth Camp Outreach Service, West
Lulworth, Wareham, Dorset, BN20 5QF, due to close
Monday 30 October 2024.**

Wool Post Office		Services
High Street Wool Wareham Dorset BH20 6BP		Offers similar services, with the addition of Vehicle Tax, and Euro/Dollar Travel Money.
Opening times		Access
Mon & Fri	09:00 – 12:00	This service has a wide door and level access at the entrance to the premises, via a ramp with handrail.
Tue	09:00 – 11:00	

Getting there

Approximately 3.5 miles from Lulworth Camp Outreach Service, along varied terrain. Parking is available directly outside the branch. Public transport is available to and from the surrounding area.

Winfrith Post Office		Services
High Street Winfrith Newburgh Dorchester Dorset DT2 8JN		Offers similar services, with the addition of Euro Travel Money however excluding On Demand Travel Insurance.
Opening times		Access
Mon & Wed	08:30 – 17:00	This branch has a wide door and a step with a handrail at the entrance to the premises.
Thu & Fri	08:30 – 13:00	
Sun	Closed	

Getting there

Approximately 3.2 miles from Lulworth Camp Outreach Service, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding area.

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

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
- Unplanned closure¹/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

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

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¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.