



Dear Customer

Watchet Outreach Service

**Changes to Outreach Services at: Lydeard St Lawrence, Winsford, Carhampton
and Temporary Outreach Service at Exford**

As you may be aware the above Outreach services were operated on our behalf by the postmaster at Watchet Post Office. We are writing to inform you that the Outreach services at Lydeard St Lawrence, Winsford, Carhampton, and the temporary Outreach service at Exford, ceased from Friday 25 May 2023. Please accept my apologies for the late notification on this occasion.

Post Office has undertaken a comprehensive review of the branch network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. We must ensure that our funding and resources are allocated to deliver maximum benefit and sustainable services for all customers. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, we are not looking to replace the Outreach services at Lydeard St Lawrence, Winsford, Carhampton and Exford.

We appreciate that communities value their Post Office service and understand that customers will be disappointed that we are unable to provide a sustainable replacement service to these locations. We apologise to customers who may now need to travel further to alternative branches to access services. Details of the alternative branches in these locations are provided at the end of the letter.

We will display posters locally to inform customers about these changes.

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.

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 thank you for your understanding of the current situation.

Yours faithfully

Antoinette Chitty

**Antoinette Chitty
Network Provision Lead**

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.**

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

Customers requiring Post Office facilities may use any convenient Post Office service. Details of possible alternative Post Office branches in the area are provided below for your convenience:

Alternatives for Carhampton Outreach Service

Carhampton Recreation Centre, Main Road, Carhampton, Minehead, TA24 6LX

Dunster Post Office

15 High Street
Dunster
Minehead
TA24 6SF

Services

Offers similar services.

Opening times

Monday to Thursday	09:00 – 13:00 14:00 – 17:30
Friday	09:00 – 13:00
Saturday	09:00 – 12:30
Sunday	Closed

Access

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

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 1.5 miles away from Carhampton Outreach service, along varied terrain.

Parking is available outside the branch.

Further roadside parking is available nearby.

There are local buses serving in the surrounding area.

Alcombe Post Office

49 Alcombe Road
Minehead
TA24 6BB

Services

Offers similar services, with the addition of Euros On Demand Travel Money.

Opening times

Monday	07:30 – 17:00
Tuesday	07:30 – 17:00
Wednesday	07:30 – 13:00
Thursday	07:30 – 13:00
Friday	07:30 – 17:00
Saturday	07:30 – 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 2.7 miles away from Carhampton Outreach service, along varied terrain. Roadside parking is available nearby.

There is a regular bus service available between Carhampton Outreach service and this Post Office branch. The nearest bus stop is approximately 95 metres away.

Alternatives for Exford Outreach Service
Exford Community Shop, Exford, Minehead, TA24 7PP

Withypool Post Office

Old Bridge Road
Withypool
Minehead
TA24 7QP

Services

Offers similar services, with the addition of National Lottery.

Opening times

Monday to Saturday	08:30 – 17:00
Sunday	Closed

Access

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

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 2.6 miles away from Exford Outreach service, along varied terrain.

Roadside parking is available nearby.

There is no direct bus service from Exford Outreach service and this branch.

Wheddon Cross Post Office

The Garage
Wheddon Cross
Minehead
TA24 7DR

Services

Offers similar services.

Opening times

Monday to Saturday	08:00 – 18:30
Sunday	10:00 – 16:00

Access

This branch has wide automatic doors 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 4.8 miles away from Exford Outreach service, along varied terrain.

There is a customer car park adjacent to the branch.

There is a limited bus service available between Exford Outreach service and this Post Office service.

Alternatives for Lydeard St Lawrence Outreach Service
Lydeard St Lawrence Village Hall, Lydeard St Lawrence, Taunton, TA4 3SE

Crowcombe Post Office

The Rapps Barn
Crowcombe
Taunton
TA4 4AE

Services

Offers similar services.

Opening times

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

Access

This branch has a wide door and access is via a ramp with handrails at the entrance.
Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 3.6 miles away from Lydeard St Lawrence Outreach service, along varied terrain.

Roadside parking is available nearby.

There is no direct bus service from Lydeard St Lawrence Outreach service and this branch.

Wiveliscombe Post Office

West Street
Wiveliscombe
Taunton
TA4 2JP

Services

Offers similar services, with the addition of comprehensive range of Travel Money, Vehicle Tax, and On Demand Travel Insurance.

Opening times

Monday – Saturday	08:00 – 17:30
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 5.3 miles away from Lydeard St Lawrence Outreach service, along varied terrain.

Time restricted roadside parking is available nearby.

There is no direct bus service from Lydeard St Lawrence Outreach service and this branch.

Alternatives for Winsford Outreach Service
The Oak Shop, Winsford, Minehead, TA24 7JE

Withypool Post Office

Old Bridge Road
Withypool
Minehead
TA24 7QP

Services

Offers similar services, with the addition of National Lottery.

Opening times

Monday to Saturday	08:30 – 17:00
Sunday	Closed

Access

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

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 3.9 miles away from Winsford Outreach service, along varied terrain.

Roadside parking is available nearby.

There is no direct bus service from Winsford Outreach service and this branch.

Wheddon Cross Post Office

The Garage
Wheddon Cross
Minehead
TA24 7DR

Services

Offers similar services.

Opening times

Monday to Saturday	08:00 – 18:30
Sunday	10:00 – 16:00

Access

This branch has wide automatic doors 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 3.6 miles away from Winsford Outreach service, along varied terrain.

There is a customer car park adjacent to the branch.

There is a limited bus service available between Winsford Outreach service and this Post Office service.

The nearest bus stop is located outside the branch.

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
- 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.

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

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Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

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.