



Dear Customer

Branch Temporary Closure

Woolsery Post Office

Woolsery Post Office and Stores, Woolsery, Bideford, EX39 5QS

We are writing to inform you that due to extensive building works at the above location, the branch will need to close temporarily.

The safety of our customers is of paramount importance to us, therefore, to allow for the refurbishment building works to take place, it will be necessary for the service to close, temporarily, on Monday 9 January 2023 at 16:00.

As a result of refurbishment work at the Woolsery branch, we have temporarily changed the opening days and hours of the Mobile services at Shebbear, Langtree, and Buckland Brewer, this will allow Woolsery customers to have access to a Post Office service during the closure period and these changes which will take effect from Tuesday 10 January 2023.

It is envisaged that the work will take approximately two months to complete, following which the service will re-open on Monday 13 March 2023 at 09:00, and the Mobile services at Shebbear, Langtree, and Buckland Brewer, will resume to operate with the original opening times, from this date.

To accommodate customers with access to Post Office services, the postmaster will temporarily operate the Mobile Van from outside the branch premises on Wednesdays, between 09:00 and 17:00 and Saturdays, between 09:00 – 13:00. This Mobile Van service will be temporarily offered from Wednesday 11 January 2023 until Saturday 11 March 2023.

Should the dates change, posters will be displayed at branch premises and locally, to let customers know.

Details of the changes to the Post Office services are provided at the end of this letter and posters will now be displayed at the branch premises and locally so customers are aware of the change.

The branches listed overleaf will be happy to provide customers with Post Office services during this period and this information will be made available locally.

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 would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

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. An extract relating to Notification is available at the end of this letter.

Yours faithfully

Matthew Walls

Matthew Walls
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.

Details of the temporary Mobile Van service at: Woolsery

Located Outside Woolsery Post Office and Stores, Woolsery, Bideford, EX39 5QS

Temporary opening times

Wednesday	09:00 – 17:00
Saturday	09:00 – 13:00

**From Wednesday 11 January 2023
to Saturday 11 March 2023**

Details of the temporary opening days and hours at the existing Mobile Services:

Details of the change to existing Mobile service at: Shebbear

Shebbear Mobile Service, Outside Devils Stone Inn, Shebbear, Beaworthy, EX21 5RU

Original opening times

Monday	09:00 – 11:20
Tuesday	09:10 – 11:20
Wednesday	09:10 – 11:20
Thursday	09:10 – 11:20
Friday	09:10 – 11:20

Shebbear Mobile service will resume operating
with the original opening hours from
Monday 13 March 2023

Temporary opening times

Monday	09:00 – 11:20
Tuesday	09:10 – 11:20
Thursday	09:10 – 11:20
Friday	09:10 – 11:20

**From Tuesday 10 January 2023
to Friday 10 March 2023**

Details of the change to existing Mobile service at: Langtree

Langtree Mobile Service, Outside the Langtree Parish Hall, Langtree, Torrington, EX38 8NF

Original opening times

Monday	11:40 – 13:05
Tuesday	11:40 – 13:05
Wednesday	11:40 – 13:05
Friday	11:40 – 13:05

Langtree Mobile service will resume operating
with the original opening hours from
Monday 13 March 2023

Temporary opening times

Monday	11:40 – 13:05
Tuesday	11:40 – 13:05
Thursday	11:40 – 13:05
Friday	11:40 – 13:05

**From Tuesday 10 January 2023
to Friday 10 March 2023**

Details of the change to existing Mobile service at: Buckland Brewer

**Buckland Brewer Mobile Service, Outside Buckland Brewer Village Hall, Castle Cottages,
Buckland Brewer, Bideford, EX39 5HY**

Original opening times

Monday	13:55 – 15:20
Wednesday	13:55 – 15:20
Friday	13:55 – 15:20

Buckland Brewer Mobile service will resume
operating with the original opening hours from
Monday 13 March 2023

Temporary opening times

Monday	13:55 – 15:20
Friday	13:55 – 15:20

**From Tuesday 10 January 2023
to Friday 10 March 2023**

Alternative branches

During the Coronavirus pandemic 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

Bucks Cross Post Office

The Village Store
Bucks Cross
Bideford
EX39 5DP

Opening times

Monday - Friday	08:00 – 17:30
Saturday	08:00 – 13:00
Sunday	Closed

Services

A similar range of services will continue to be available, however excluding National Lottery.

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 1.9 miles away from Woolsery branch, along varied terrain. Roadside parking is available nearby. There is a limited bus service available between Woolsery branch and this Post Office service. The nearest bus stop is approximately 100 metres away.

Bradworthy Post Office

Costcutter Store
Bradworthy
Holsworthy
EX22 7SS

Opening times

Monday - Saturday	08:00 – 20:00
Sunday	09:00 – 20:00

Services

A similar range of services will continue to be available with the addition of Euros Travel Money and Vehicle Tax, however, excluding National Lottery.

Access

This branch has a wide door with a handrail and access is via steps at the entrance.

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 5.2 miles away from Woolsery branch, along varied terrain. Roadside parking is available outside the branch and nearby. There are local buses serving in the surrounding area.

Hartland Post Office

18 Fore Street
Hartland
Bideford
EX39 6BD

Opening times

Monday - Saturday	08:00 – 21:00
Sunday	08:00 – 13:00
	& 16:30 – 19:30

Services

A similar range of services will continue to be available with the addition of Euros Travel Money and Vehicle Tax, however, excluding National Lottery.

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 5.6 miles away from Woolsery branch, along varied terrain. Roadside parking is available outside the branch and nearby. There is a limited bus service available between Woolsery branch and this Post Office service. The nearest bus stop is approximately 240 metres away.

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, 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

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.