



Dear Customer

Woolsery Post Office

Changes to Outreach and Mobile services

We are pleased to let you know that we are restoring Post Office service to the community of Sheepwash, with the introduction of a permanent Mobile service.

The branch closed on Wednesday 6 December 2023 following the resignation of the postmaster. We have continued to work to identify a solution to restore a Post Office service to the local community. We are therefore planning to introduce a Mobile service, which is a tried and tested way of maintaining services to smaller communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises.

The postmaster from Woolsery Post Office is willing to offer services at Sheepwash. The establishment of a Mobile service presents the best possible solution to restore Post Office services to the community. The new Mobile van will operate from within, The Village Square, Sheepwash, Beaworthy, EX21 5NE, and will commence from 11:30 on Wednesday 31 January 2024. We will display posters locally to tell customers about the planned change.

We are keen to proceed with the change to the community in Sheepwash as soon as possible, so we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the planned days and opening hours?

We will be accepting comments until 6 February 2024. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about change to the service in Sheepwash is provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for this service either by service name, postcode, or the unique code **515519**.

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

To accommodate the new Mobile service at Sheepwash, we are making some changes to the opening hours at the current Mobiles services at Clovelly, Parkham, Buckland Brewer, Langtree, Monkleigh, Shebbear, Merton and Meeth. These changes will take effect from week commencing Monday 29 January 2024.

We are also changing the current Outreach services at Beaford and Atherington. We are replacing these services and introducing a Mobile service. The Mobile van will operate from the car parks at same locations.

The current Outreach service at Beaford, operating from the Beaford Village Hall, Beaford, Winkleigh, EX19 8LU, will cease from 15:00 on Thursday 25 January 2024. The new Mobile service will commence from 11:30 on Tuesday 30 January 2024.

The current Outreach service at Atherington, operating from the Atherington Pavilion, Atherington, Umberleigh, EX37 9HY, will cease from 12:00 on Thursday 25 January 2024. The new Mobile service will commence from 09:00 on Tuesday 30 January 2024.

We will continue to review and monitor services on an on-going basis, and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

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.

Details of changes to the Mobile and changes to the Outreach Post Office services are also provided at the end of this letter and posters will be displayed locally so customers are aware of the changes.

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

This is all you need to add to your envelope for your letter to reach us.

Want to tell us what you think right here and now – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support the change we are making.

Yours faithfully

Matthew Walls

Matthew Walls
Network Provision Lead

Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

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.

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

Details of the new Mobile service at: Sheepwash

Sheepwash Post Office

The Village Square
Sheepwash
Beaworthy
EX21 5NE

Services

A range of Post Office products and services will
available.

Opening times

Wednesday	11:30 – 12:30
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Access and facilities

There is a step into the Mobile vehicle, however an
electronic tailgate is available to facilitate easy access
for wheelchair users and those with disabilities.

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

Getting there

This Mobile Post Office service will be located within The Square outside the previous branch, along level
terrain.

Parking is available within the village Square and nearby.

Changes to the Outreach Service at: Beaford
Taking effect from Tuesday 30 January 2024

Current Outreach Service at Beaford
Beaford Village Hall, Beaford, Winkleigh, EX19 8LU

Current Outreach opening hours

Thursday	13:00 – 15:00
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New Mobile Service at Beaford

From the Car Park
Beaford Village Hall
Beaford
Winkleigh
EX19 8LU

New Mobile opening hours

Tuesday	11:30 – 12:30
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Services

A range of Post Office products and services will available.

Access

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

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

Getting there

This Mobile service stop will be located at the Beaford Village Hall Car Park.

Parking is available within the Beaford Village Hall Car Park.

Changes to the Outreach Service at: Atherington
Taking effect from Tuesday 30 January 2024

Current Outreach Service at Atherington
Atherington Pavilion, Atherington, Umberleigh, EX37 9HY

Current Outreach opening hours

Tuesday	09:00 – 12:00
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New Mobile Service at Atherington
From the Car Park
Atherington Pavilion
Atherington
Umberleigh
EX37 9HY

New Mobile opening hours

Tuesday	09:00 – 11:00
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Services

A range of Post Office products and services will available.

Access

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

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

Getting there

This Mobile service stop will be located at the Atherington Pavilion Car Park.

Parking is available within the Atherington Pavilion Car Park.

Changes to the Mobile Service opening hours
Taking effect from Monday 29 January 2024

Details of the change to existing Mobile service: Clovelly

Clovelly Mobile Service, Lower Yard Car Park,
Clovelly, Bideford, EX39 5TL

Current opening times

Monday	16:00 – 17:00
Friday	16:00 – 17:00

New opening times

Monday	15:00 – 16:00
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Details of the change to existing Mobile service: Parkham

Parkham Mobile Service, Allardice Hall Car Park,
Parkham, Bideford, EX39 5PL

Current opening times

Tuesday	13:55 – 15:05
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New opening times

Tuesday	15:00 – 16:00
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Details of the change to existing Mobile service: Buckland Brewer

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

Current opening times

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

New opening times

Monday	13:30 – 14:30
Thursday	13:30 – 14:30
Friday	13:30 – 14:30

Details of the change to existing Mobile service: Langtree

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

Current opening times

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

New opening times

Monday	11:30 – 12:30
Thursday	11:30 – 12:30
Friday	11:30 – 12:30

Details of the change to existing Mobile service: Monkleigh

Monkleigh Mobile Service, Monkleigh Village Hall Car Park,
Monkleigh, EX39 5JT

Current opening times

Thursday	15:15 – 16:15
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New opening times

Tuesday	13:30 – 14:30
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Details of the change to existing Mobile service: Shebbear

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

Current 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

New opening times

Monday	09:00 – 11:00
Wednesday	09:00 – 11:00
Thursday	09:00 – 11:00
Friday	09:00 – 11:00

Details of the change to existing Mobile service: Merton

Merton Mobile Service, The Square, Merton,
Okehampton, EX20 3EE

Current opening times

Thursday	13:30 – 14:30
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New opening times

Wednesday	15:00 – 16:00
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Details of the change to existing Mobile service: Meeth

Meeth Mobile Service, The Bull and Dragon Car Park,
Meeth, Okehampton, EX20 3EP

Current opening times

Thursday	11:50 – 12:50
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New opening times

Wednesday	13:30 – 14:30
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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

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 **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 local 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 **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
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² 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.

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.