



Dear Customer

**Alveley Post Office®**  
**Previously located at: 60 Alveley, Bridgnorth, WV15 6NG**

**Public Consultation – Branch Re-Opening**

I am writing further to my letter dated 6 July 2017, in which I advised you of the introduction of a temporary Mobile service, whilst we continue to seek a permanent solution for Post Office service provision in Alveley.

I am pleased to inform you that the Postmaster from Potters Cross Post Office has been identified, who will offer a Hosted Outreach service from inside the Alveley Community Centre. This new service will replace the current mobile service being operated from the car park. The new Hosted Outreach service will operate on Tuesdays and Thursdays between 12:00 and 14:00.

Our priority is to safeguard Post Office services to the local community in the longer term. The change to a Hosted Outreach service operating inside the Alveley Community Centre, presents the best solution in the area and will also create a more secure service to the local community for the future.

Full details of the new service are provided at the end of this letter.

**Consulting on the change**

Whilst the decision has already been made to move Post Office services inside the Community Centre in Alveley, we believe this is the best way forward towards securing a more permanent service locally. We would still like your views on the service offer at the new location and we are now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the new location, particularly on the following areas:

- How easy is it to get there?
- Are the new premises easy for you to get into and is the inside easily accessible?
- If so, do you have any suggestions that could help us make it better for you?
- Do you have any comments about proposed opening days and times?
- Are there any local community issues which you think could be affected by the change?

If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new service.

Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below.

[postofficeviews.co.uk](http://postofficeviews.co.uk)

## Dates for the local public consultation:

Local Public Consultation starts	4 January 2018
Local Public Consultation ends	15 February 2018
Proposed date of change	9 January 2018

We're planning to establish the new Hosted service on Tuesday 9 January 2018. However this does not affect the period of public consultation which is ongoing until 15 February 2018.

We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

We will inform our customers of the final decision by displaying a poster at the Community Centre.

Thank you for considering our proposal

Yours faithfully

*Lesley McNally*

**Lesley McNally**  
**Network Operations Area Manager**

## How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55

 FREEPOST Your Comments

**Please note this is the full address to use  
and no further address details are required.**

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.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation 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 please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**

<b>Alveley Post Office information sheet</b>					
<b>Proposed new Post Office location</b>					
<b>Address</b>	Alveley Community Centre 2A Arden Way Alveley Bridgnorth WV15 6NR				
<b>Post Office Opening hours</b>	<table border="1"> <tr> <td>Tuesday</td><td>12:00 - 14:00</td></tr> <tr> <td>Thursday</td><td>12:00 - 14:00</td></tr> </table>	Tuesday	12:00 - 14:00	Thursday	12:00 - 14:00
Tuesday	12:00 - 14:00				
Thursday	12:00 - 14:00				
<b>Distance</b>	Approximately 290 metres from the previous branch along varied terrain.				
<b>Products &amp; Services</b>	Majority of the Post Office products and services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.				
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> Access is via a ramp with handrail at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Transport/Parking</b> Parking is available at the Community Centre car park.</p>				
<b>Local Public Consultation starts</b>	4 January 2018				
<b>Local Public Consultation ends</b>	15 February 2018				
<b>Proposed Date of change</b>	Tuesday 9 January 2018				

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)