



Dear Customer

**Changes to Bromyard & Highnam Outreach Services**  
**Affecting Putley, Mordiford and Woolhope**

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 and the review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. The Mobile and Outreach services provided by the postmaster at Highnam Post Office was included in this review.

Consequently, due to low customer usage in some of the locations we have decided to make some changes to the services and opening times to ensure they can continue to operate sustainably. Regrettably, some services will cease due to very low customer usage. However, as part of our continual review of the network, we will monitor the local area and look to provide additional services, if required.

The current Outreach service operating from Putley Village Hall, Putley Green, Putley, Ledbury, HR8 2QN by the postmaster from Highnam Post Office, will relocate onto the mobile van operated by the Postmaster from Bromyard Post Office and will operate from the car park at the same location at Putley Village Hall, commencing from Wednesday 18 September 2024 at 09:00. We will display posters locally to tell customers about the planned change.

We are keen to proceed with the change to the community of Putley 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 proposed days and opening hours?

We will be accepting comments until Wednesday 11 September 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 your new mobile service are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via [postofficeviews.co.uk](https://postofficeviews.co.uk), then use the search function to find the engagement for this service either by service name, postcode, or the unique code **152618**

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.

Additionally, we regret to inform you that due to low customer usage, Mordiford mobile service operating from Moon Inn car Park, Mordiford, Hereford, HR1 4LW & Woolhope mobile service operating from Martins Close, Woolhope, Hereford, HR1 4QS, operated by the postmaster from Bromyard Post Office will cease from Wednesday 11 September 2024.

Details of changes to the Mobile and 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

We apologise for any inconvenience these changes may cause. Customers requiring Post Office services may use any convenient Post Office branch. Details of alternative Post Office services in the area are detailed at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder).

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

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 there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

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

Yours faithfully

*Santosh Samudrala*

**Santosh Samudrala**  
**Area Change Manager**

#### **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.



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.

## Details of the new Mobile Service:

Putley Mobile Service		Services
Car park outside Putley Village Hall Putley Green Putley Ledbury HR8 2QN		A range of services will be available.
Opening times		Access
Wednesday 09:00 – 10:15		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.

### **Alternative branches for Mordiford mobile service, Moon Inn car Park, Mordiford, Hereford, HR1 4LW**

Fownhope Post Office		Services
West End Stores Fownhope Hereford HR1 4NN		Offers similar services, however excluding a comprehensive range of Travel Money, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 13:00 14:00 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 1.9 miles from Mordiford Mobile Service, along varied terrain. There is a car park at the premises. Public transport is available to and from the surrounding area.		

Tupsley Post Office		Services
99-103 Old Eign Hill Hereford HR1 1UA		Offers the same services.
Opening times		Access
Mon - Sat	09:00 – 17:30	Access is level at the entrance to the premises.
Sun	Closed	
Getting there		
Approximately 3.2 miles from Mordiford Mobile Service, along varied terrain. Parking is available outside the branch. Public transport is available to and from the surrounding area.		

## Alternative branches for Woolhope Mobile Service, Martins Close, Woolhope, Hereford, HR1 4QS

Fownhope Post Office		Services
West End Stores Fownhope Hereford HR1 4NN		Offers the same services.
Opening times		Access
Mon - Fri	09:00 – 13:00 14:00 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 2.8 miles from Woolhope Mobile Service, along varied terrain. There is a car park at the premises. Public transport is available to and from the surrounding area.		

Much Marcle Mobile Service		Services
Memorial Hall Car Park Much Marcle Ledbury HR8 2LY		Offers the same services.
Opening times		Access
		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.
Wed	15:00 – 16:00	
Getting there		
Approximately 4.9 miles from Woolhope Mobile Service, along varied terrain. Parking will be available near to where the mobile van will be park. Public transport is available to and from the surrounding area.		

**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.**

## **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](https://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 closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified<sup>2</sup> and where there is no degradation of access to Post Office services (into and inside the premises).

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 locally elected representatives<sup>3</sup>, the Consumer Advocacy Bodies and selected charities<sup>4</sup>, 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.

**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**

**Call: 03452 66 01 15**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>2</sup> Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

<sup>3</sup> 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.

<sup>4</sup> 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 3 and 4 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.