



Dear Customer

Changes to Bromyard Mobile Services
Affecting Ruardean, Pencombe, Ruardean Woodside and Bodenham

We are really pleased to let you know that we are restoring Post Office services to the community of Ruardean with the introduction of a temporary Mobile service, whilst we continue to seek a permanent solution. This service will commence on Friday 20 January 2023 at 09:55 and will be operated from Ruardean Village Memorial Hall car park, High Street, Ruardean, GL17 9US by the postmaster from Bromyard Post Office.

The postmaster from Bromyard Post Office will also start to provide a new temporary Mobile service to the local community of Pencombe. This service will commence on Tuesday 17 January 2023 at 12:00 and will be operated from outside the Wheelwrights Arms, Pencombe, Bromyard, HR7 4RN.

The establishment of a Mobile service at Ruardean and Pencombe presents the best possible solution to provide Post Office services to the local communities. The Mobile service is a tried and tested way of maintaining services to smaller communities as a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises.

To accommodate the new Mobile service at Ruardean and Pencombe, there will be some changes to the opening times of the current Mobile service provided by postmaster from Bromyard Post Office at Ruardean Woodside and Bodenham from the week commencing 16 January 2023.

Additionally, the Mobile service at Ruardean Woodside will relocate to provide Post Office services at a new location - Ruardean Hill Sports Club car park, Ruardean Hill, Drybrook, GL17 9AR, from Wednesday 18 January 2023.

Further details of the new Mobile services at Ruardean and Pencombe and changes to existing Mobile services at Ruardean Woodside and Bodenham are provided at the end of this letter.

We will display posters locally to tell customers about the changes to the Bromyard Mobile services. 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 you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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 do hope that you will support the new Mobile service at Ruardean and Pencombe.

Yours faithfully

Katimay John

Katimay John
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of the new Mobile services at Ruardean and Pencombe

Ruardean Mobile Service

Ruardean Village Memorial Hall car park,
High Street
Ruardean
GL17 9US

Services

A range of services will continue to be available.

Access and facilities

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

Opening times

Friday	09:55 – 10:40
--------	---------------

Getting there

This Mobile Post Office service will be located approximately 0.2 miles away from the previous branch location, along varied terrain. Parking will be available close to where the Mobile van will be parked.

Pencombe Mobile Service

Outside the Wheelwrights Arms
Pencombe
Bromyard
HR7 4RN

Services

A range of services will be available.

Access and facilities

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

Opening times

Tuesday	12:00 -13:00
---------	--------------

Getting there

Parking will be available close to where the Mobile van will be parked.

**Details of the new location and new opening times for the current Mobile service
at Ruardean Woodside**

Ruardean Woodside Mobile Service

Ruardean Hill Sports Club car park
Ruardean Hill
Drybrook
GL17 9AR

Services

A range of services will continue to be available.

Access and facilities

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

Current opening times

Wednesday	12:15 -13:15
Friday	09:30 -10:30

New opening times

Wednesday	12:15 -13:15
Friday	09:15 -12:45

Getting there

This Mobile Post Office service will be located approximately 0.3 miles away from the current Mobile service location adjacent to Woodside Stores, Farm Road, Ruardean Woodside, Ruardean, GL17 9XL, along varied terrain. Parking will be available close to where the Mobile van will be parked.

Details of the new opening times for the current Mobile service at Bodenham

Bodenham Mobile Service, Bodenham Enterprise Park, The Moor, Bodenham, HR1 3HT**Current opening times**

Monday	12:00 -13:00
Tuesday	12:00 -13:00

New opening times

Monday	12:00 – 13:00
--------	---------------

**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

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

Call: 03452 66 01 15

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.