



Dear Customer

Changes to Cleobury North Mobile Service

We are delighted to let you know that the Cleobury North Mobile service will be starting to serve the community of Aston on Clun. This Mobile service will be operating from Village Shop Car Park, Aston on Clun, Craven Arms, SY7 8EH and commence on Wednesday 2 March 2022 at 14:05.

We've been working hard to identify a solution to provide a Post Office service to the Aston on Clun. A Mobile service, which 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, is a tried and tested way of maintaining a service to smaller communities.

To accommodate the new Mobile service, there will be some changes to the operating times for the current Cleobury North Mobile service stops at Clee Hill, Newcastle on Clun, Lydbury North, Clungunford, Clunbury, Clunton, Bromfield, Leintwardine and Garden Village from the week commencing 28 February 2022.

Further details of the new service and changes to the current services are provided at the end of this letter.

We will display posters locally to tell customers the good news. 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're carrying out this notification 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 new Mobile service in Aston on Clun..

Yours faithfully

Carol Williams

Carol Williams
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of the new Aston on Clun Mobile service:

Aston on Clun Mobile Service

Village Shop Car Park
Aston on Clun
Craven Arms
SY7 8EH

Opening times

Wednesday	14:05 – 14:50
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Services

A range of Post Office products and services will be available.

Access

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

Parking

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

Details of changes to existing Mobile services:

Clee Hill Mobile Service, Village Hall Car Park, Ludlow Road, Clee Hill, Ludlow, SY8 3NZ

Current opening times

Monday	12:00 – 14:00
Tuesday	11:30 – 13:30

New opening times

Monday	11:45 – 13:45
Tuesday	11:30 – 13:30

Newcastle on Clun Mobile Service, Newcastle-on-Clun Community Centre, Mill Road, Newcastle-on-Clun, Craven Arms, SY7 8QL

Current opening times

Wednesday	12:00 – 13:00
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New opening times

Wednesday	12:00 – 12:30
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Lydbury North Mobile Service, Opposite Community Shop, Brampton Road, Lydbury North, Craven Arms, SY7 8AR

Current opening times

Wednesday	13:30 – 15:00
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New opening times

Wednesday	13:00 – 14:00
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Clungunford Mobile Service, The Village Hall Car Park, Clungunford, Craven Arms, SY7 0PN

Current opening times

Thursday	12:00 – 13:00
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New opening times

Thursday	11:45 – 12:45
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Clunton Mobile Service, The Village Hall Car Park, Clunton, Craven Arms, SY7 0HP

Current opening times

Thursday	13:15 – 14:00
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New opening times

Thursday	13:00 – 13:30
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Clunbury Mobile Service, The Village Hall Car Park, Clunbury, Craven Arms, SY7 0HG

Current opening times

Thursday	14:15 – 15:00
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New opening times

Thursday	13:35 – 14:05
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Bromfield Mobile Service, Ludlow Farm Car Park, Bromfield, SY8 2JR

Current opening times

Thursday	10:00 – 11:30
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New opening times

Monday	10:00 – 11:30
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Leintwardine Mobile Service, The Lion Pub Car Park, High Street, Leintwardine, Craven Arms, SY7 0JZ

Current opening times

Monday	10:15 – 11:45
Wednesday	10:00 – 11:30

New opening times

Wednesday	10:15 – 11:30
Thursday	10:15 – 11:30

Garden Village Mobile Service, Oak Street, Opposite Wilkins Close, Garden Village, Bridgnorth, WV16 6HP

Current opening times

Monday	15:15 – 16:15
Tuesday	14:45 – 15:45

New opening times

Monday	14:15 – 14:45
Tuesday	14:00 – 14:30

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 **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 locally 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.

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

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.