



Dear Customer,

Unplanned Service Closures

Changes to Cleobury North Mobile Services affecting Bromfield, Clee Hill, Garden Village, Leintwardine, Newcastle-On-Clun, Lydbury North, Aston-On-Clun Mobile Services & Aston Muslow Home Service

We are writing to inform you that, regrettably, the postmaster from Cleobury North branch has decided to resign from operating Clunton, Clunbury mobile services and Aston Muslow home service, due to low customer usage. These services will, therefore, be closing on Monday 05 August 2024.

There will need to be some changes to the current services offered by Cleobury North Mobile van to accommodate these closures. There will be changes to the opening times for services at Bromfield, Clee Hill, Garden Village, Leintwardine, Newcastle-On-Clun, Lydbury North, Aston-On-Clun mobile services from the week commencing Monday 05 August 2024.

We will display posters to tell customers about these changes. 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 apologise for the inconvenience the closures may cause. We hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are provided at the end of this letter and the latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully,

Kulwant Dosanjh

**Kulwant Dosanjh
Network Provision Lead**

Details of Alternative branches for the Clunton Mobile Service:

Clun Post Office		Services
Spar 16-20 The Square Clun Craven Arms SY7 8JA		Offers similar services, with the addition of Euro Travel Money.
Opening times		Access
Mon - Fri	09:00 – 13:00	This branch has a wide door and level access at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	No Service	
Getting there		
This branch is approximately 2.8 miles from Clunton Mobile service, along varied terrain. Parking is available nearby.		

Aston-on-Clun Mobile Service		Services				
Community Shop Car Park Aston-on-Clun Craven Arms SY7 8EH		Offers the same services.				
Opening times		Access				
<table border="1"><tr><td>Wed</td><td>14:05 – 14:50</td></tr></table> <u>Changing time from 05 August 2024</u> <table border="1"><tr><td>Thursday</td><td>13:00 – 14:00</td></tr></table>		Wed	14:05 – 14:50	Thursday	13:00 – 14:00	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	14:05 – 14:50					
Thursday	13:00 – 14:00					
Getting there						
This Mobile service is approximately 3.7 miles from Clunton Mobile service, along varied terrain. There is a Car park where the mobile van will be parked.						

Details of Alternative branches for the Clunbury Mobile Service:

Aston-on-Clun Mobile Service		Services
Community Shop Car Park Aston-on-Clun Craven Arms SY7 8EH		Offers the same services.
Opening times		Access
Wed	14:05 – 14:50	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.
<u>Changing time from 05 August 2024</u>		
Thursday	13:00 – 14:00	
Getting there		
This branch is approximately 2.5 miles from Clunbury Mobile service, along varied terrain. There is a Car park where the mobile van will be parked.		

Craven Arms Post Office		Services
1 Coverdale Road Craven Arms SY7 9NE		Offers similar services, with the addition of a comprehensive range of Travel Money, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon & Fri	09:00 – 16:00	This branch has a wide door and level access at the entrance to the premises.
Tue - Thu	09:00 – 15:00	
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
This branch is approximately 4.7 miles from Clunbury Mobile service, along varied terrain. Time restricted parking is available outside the branch.		

Details of Alternative branches for the Aston Muslow Home Service:

Craven Arms Post Office		Services
1 Coverdale Road Craven Arms SY7 9NE		Offers similar services, with the addition of a comprehensive range of Travel Money, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon & Fri	09:00 – 16:00	This branch has a wide door and level access at the entrance to the premises.
Tue - Thu	09:00 – 15:00	
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
This branch is approximately 2.7 miles from Aston Muslow Mobile service, along varied terrain. Time restricted parking is available outside the branch.		

Clungunford Mobile Service		Services		
The Village Hall Car Park Clungunford Craven Arms SY7 0PN		Offers the same services.		
Opening times		Access		
<table border="1"><tr><td>Thu</td><td>11:45 – 12:45</td></tr></table>		Thu	11:45 – 12:45	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.
Thu	11:45 – 12:45			
Getting there				
This branch is approximately 2.1 miles from Aston Muslow Mobile service, along varied terrain. Time restricted parking is available outside the branch				

Details of the change to existing Mobile service opening hours:			
Bromfield Mobile Service		Bromfield Stop, Car Park Ludlow Food Centre, Bromfield, SY8 2JR	
Current opening times		New opening times	
Monday	10:00 – 11:30	Wednesday	10:00 – 11:00

Details of the change to existing Mobile service opening hours:			
Clee Hill Mobile Service		Ludlow Road, Clee Hill, Ludlow, SY8 3NZ	
Current opening times		New opening times	
Monday	11:45 – 13:45	Tuesday	11:30 – 13:30
Tuesday	11:30 – 13:30	Wednesday	11:15 – 13:15

Details of the change to existing Mobile service opening hours:			
Garden Village Mobile Service		Garden Village, Oak Street, Opposite Wilkinsons, Garden Village, Bridgenorth, WV16 6HP	
Current opening times		New opening times	
Monday	14:15 – 15:15	Tuesday	14:00 – 14:30
Tuesday	14:00 – 14:30		

Details of the change to existing Mobile service opening hours:			
Leintwardine Mobile Service		The Pub Car Park, High Street, Leintwardine, SY7 0JZ	
Current opening times		New opening times	
Wednesday	10:15 – 11:30	Monday	10:15 – 11:30
Thursday	10:15 – 11:30	Thursday	10:15 – 11:30

Details of the change to existing Mobile service opening hours:			
Newcastle-On-Clun Mobile Service		Newcastle On Clun, Community Centre, Mill Lane, SY7 8AU	
Current opening times		New opening times	
Wednesday	12:00 – 12:30	Monday	12:00 – 12:30

Details of the change to existing Mobile service opening hours:			
Lydbury North Mobile Service		Opposite Community Shop, Brampton Road, Lydbury North, SY7 8AR	
Current opening times		New opening times	
Wednesday	13:00 – 14:00	Monday	13:00 – 14:00

Details of the change to existing Mobile service opening hours:			
Aston-On-Clun Mobile Service		Village Shop Car Park, Aston-On-Clun, SY7 8EH	
Current opening times		New opening times	
Wednesday	14:05 – 14:50	Thursday	13:00 – 14:00

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 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 Identified² 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 representatives³, the Consumer Advocacy Bodies and selected charities⁴, 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

Textphone: 03457 22 33 55

FREEPOST Your Comments

² 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.

³ 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.

⁴ 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.