



Dear Customer

Changes to Cleobury North Mobile service

Local Public Consultation Decision

I'm writing to confirm that we have proceeded with our proposal to restore Post Office services to the communities of Lydbury North, Newcastle on Clun and Clee Hill with the introduction of a Mobile service.

We received 3 individual responses from customers and local representatives during the consultation period. This feedback was in support of our plans, as the respondents welcomed the restoration of Post Office services to the above villages. Having carefully considered our original proposal and the feedback received, I am confident that the new services can meet the needs of our customers in the local community.

We are pleased to confirm that Lydbury North and Newcastle on Clun Mobile services commenced on Wednesday 6 June 2018 and Clee Hill Mobile service on Monday 4 June 2018. Details of the new services as well as changes to existing Mobile services at Garden Village, Doddington, Middleton Scriven and Leintwardine are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.


Thank you for considering our proposal.

Yours faithfully

Karen Coles

**Karen Coles
Area Network Change Manager**

How to contact us:

-  postofficeviews.co.uk
 -  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**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postoffice.co.uk/transforming-post-office. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

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.

Details of new Mobile services:**Lydbury North Post Office**

Layby outside Lydbury North
Community Shop
61 Lydbury North
Shropshire
SY7 8AR

Services

A wide range of services are available.

Access and facilities

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

Proposed opening times

Wednesday	13:30 – 15:00
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Transport/parking

Roadside parking is available nearby.

Route

This Post Office service is located outside the previous branch.

Newcastle on Clun Post Office

Car park of Newcastle Community Centre
Mill Lane
Craven Arms
SY7 8QN

Services

A wide range of services are available.

Access and facilities

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

Proposed opening times

Wednesday	12:00 – 13:00
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Transport/parking

Roadside parking is available nearby.

Route

This Post Office service is located approximately 0.2 miles away from the previous branch, along varied terrain.

Clee Hill Post Office

Car park of Clee Hill Village Hall
Ludlow Road
Clee Hill
Ludlow
SY8 3NZ

Services

A wide range of services are available.

Access and facilities

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

Opening times

Monday	12:00 – 13:00 13:15 – 14:45
Tuesday	11:30 – 13:30

Transport/parking

Roadside parking is available nearby.

Route

This Post Office service is located approximately 0.1 miles away from the previous branch, along varied terrain.

New opening hours of existing Mobile services:

Garden Village Post Office, Adjacent to 36 Beech Street, Highley, Bridgnorth, WV16 6HL

Opening times

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

Doddington Post Office, Car park of Doddington Village Hall, Doddington, Kidderminster, DY14 0NR

Opening times

Tuesday	13:45 – 14:15
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Middleton Scriven Post Office

Adjacent to St John's Baptist Church, Middleton Scriven, WV16 6AG

Opening times

Monday	16:00 – 16:30
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Leintwardine Post Office

Car park of The Lion pub, High Street, Leintwardine, Craven Arms, SY7 0JZ

Opening times

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