



Dear Customer

## **Changes to Cleobury North Mobile service**

### **Local Public Consultation**

We are pleased to let you know that we are proposing to restore Post Office services to the communities of Lydbury North and Newcastle on Clun with the introduction of a Mobile service.

I am also pleased to inform you that we will be restoring Post Office services to Clee Hill as a mobile service while we continue to seek a permanent solution as advised in my recent letter dated 5 April 2018. The branch closed temporarily in March following the resignation of the Postmaster.

Since the closure of the above services we have continued to work to identify a solution to restore services to the local communities. We are therefore planning to introduce a Mobile service, which is a tried and tested way of maintaining service to smaller communities. The Mobile Service 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 that has formed part of our operational network for some years now.

We are therefore pleased to inform you that the postmaster from Cleobury North Post Office is willing to offer services to the above locations. The establishment of Mobile services presents the best possible solution to restore Post Office services to these communities.

To accommodate the proposed new Mobile services there have been some minor changes to the operating hours of services at Middleton Scriven and Leintwardine. We are also proposing to change the opening hours of Garden Village and Doddington.

Unfortunately, due to unforeseen circumstances, Norton Mobile service will be closing temporarily. I can assure you that we will continue to work to find a solution that will provide a Post Office service to the Norton community. I would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter. We will keep you updated if there are any changes in the near future.

Full details of the proposed new services and changes are also provided at the end of this letter.

### **Consulting on the proposed changes**

We're now starting a 6 week local public consultation and would like you to tell us what you think about the proposal. Before we finalise our plans, we would like to hear your views particularly on the following areas:

- How suitable do you think the new locations are and how easy is it to get there
- Do you have any comments on the proposed days and opening hours
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If we were to proceed with this proposal is there anything we could do to make it easier for customers

I've enclosed an information sheet that provides more details about the new services. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". Any information we receive will be considered as we finalise our plans for the new services.

You can share your views on the proposed changes through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for these services either by entering branch name, postcode or the unique branch code below:

Cleobury North – WV16 6RP - 167558

[postofficeviews.co.uk](http://postofficeviews.co.uk)

**Dates for local public consultation:**

Local Public Consultation starts	24 April 2018
Local Public Consultation ends	5 June 2018

To restore Post Office services as quickly as possible to the local communities, we may introduce the new services and changes during the consultation period, however we still welcome your feedback on the proposed services, and the period of consultation will remain open until 5 June 2018.

We're carrying out consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter. At the end of the consultation we'll let you know our final plans by displaying a posters.

Thank you for considering our proposal.

Yours faithfully

*Karen Coles*

**Karen Coles**  
**Area Network Change Manager**

**How to contact us:**

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Customer Helpline: 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 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered

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**Details of the proposed new Mobile services:**

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**Lydbury North Post Office**

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

**Services**

A wide range of services will be 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 would be located outside the previous branch.

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**Newcastle on Clun Post Office**

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

**Services**

A wide range of services will be 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.

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**Details of the new Mobile service:**

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**Clee Hill Post Office**

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

**Services**

A wide range of services will be 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 5.8 miles away from the previous branch, along varied terrain.

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**Proposed changes to existing Mobile services:**

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**Garden Village Post Office**, Adjacent to 36 Beech Street, Highley, Bridgnorth, WV16 6HL**Current opening times**

Monday	13:15 – 14:45
Tuesday	13:15 – 14:45
Wednesday	14:30 – 15:45

**Proposed opening times**

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

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**Doddington Post Office**, Car park of Doddington Village Hall, Doddington, Kidderminster, DY14 0NR**Current opening times**

Wednesday	13:00 – 14:00
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**Proposed opening times**

Tuesday	13:45 – 14:15
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**Details of the changes to existing Mobile services:****Middleton Scriven Post Office**

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

**Current opening times**

Monday	15:00 – 16:00
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**New 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

**Current opening times**

Monday	11:00 – 12:30
Wednesday	11:00 – 12:30

**New opening times**

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

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**Alternative branches during temporary closure of Norton Mobile service:**

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**Madeley Post Office**

3-4 Russell Square  
Madeley  
Telford  
TF7 5BB

**Opening times**

Monday	08:00 - 18:00
Tuesday	08:00 - 18:00
Wednesday	08:00 - 18:00
Thursday	08:00 - 18:00
Friday	08:00 - 18:00
Saturday	08:00 - 18:00
Sunday	09:00 - 12:00

**Services**

The same range of services will continue to be available with the addition of Car tax, National Lottery, a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

**Access and facilities**

This branch has a wide door and level access at the entrance.

**Transport/parking**

Time-restricted roadside is available nearby. There are local buses serving the surrounding area.

**Route**

This Post Office service is located approximately 4.1 miles away from Norton Mobile service, along varied terrain.

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**Worfield Post Office**

Main Street  
Worfield  
Bridgnorth  
WV15 5LF

**Opening times**

Monday	09:00 - 13:00 14:00 - 17:30
Tuesday	09:00 - 13:00 14:00 - 17:30
Wednesday	09:00 - 13:00
Thursday	09:00 - 13:00 14:00 - 17:30
Friday	09:00 - 13:00 14:00 - 17:30
Saturday	09:00 - 12:30
Sunday	Closed

**Services**

The same range of services will continue to be available with the addition of National Lottery and On Demand Travel Insurance.

**Access and facilities**

This branch has a wide door and a step at the entrance.

**Transport/parking**

Roadside is available nearby. There are local buses serving the surrounding area.

**Route**

This Post Office service is located approximately 4.5 miles away from Norton Mobile service, along varied terrain.

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**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.**

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)