



Dear Customer

**Rockhampton Post Office**  
**Rockhampton, Berkeley, GL13 9DT**

We are really pleased to let you know that we are restoring Post Office services to the community of Rockhampton with the introduction of a Mobile Outreach service.

Since the closure of the above service 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.

To accommodate the new Mobile service there will be some changes to the current hours at Kingscote, Shipton, Avening, Chalford and Brimscombe Post Office. Further details of the changes to these services are provided at the end of the letter.

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

We are delighted to let you know that we will be restoring Post Office services week commencing 30 July 2018.

We will display posters locally to tell customers the good news. It would be helpful if you could share this information 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 these posters please let us know.

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. However we would welcome suggestions about specific aspects of the change particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

We will be accepting comments until 31 July 2018. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

An information sheet is enclosed that provides more details about your new branch. For further information or to share your views, please visit our Consultation Hub via the link below, then use the search function to find the engagement for this branch either by branch name, postcode or the unique branch code 253523.

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

Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response.

We're carrying out this engagement in line with our Principles of Community Engagement. You can find more information about these Principles at the end of this letter.

Thank you for considering our proposal.

Yours faithfully

*Neil Jenkins*

**Neil Jenkins**  
**Area Network Change Manager**

**How to contact us:**

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 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.



Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [postoffice.co.uk/privacy](https://www.postoffice.co.uk/privacy)

Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**Details of the new Mobile service:****Rockhampton Post Office**

Adjacent Village Hall  
Church Road  
Rockhampton  
Berkeley  
GL13 9DX

**Services**

The same range of services will continue to 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.

**Transport/parking**

Roadside parking is available nearby.

**New opening times**

Friday	09:30 – 10:30
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**Route**

This Post Office service is located approximately 0.9 miles away from the previously closed branch, along varied terrain.

**Details of the changes to existing Mobile services:****Kingscote Post Office, Kingscote Village Hall, Kingscote, Tetbury, GL8 8YR****Current opening times**

Monday	12:45 – 13:45
Thursday	12:45 – 13:45

**New opening times**

Monday	10:30 – 11:30
Thursday	10:30 – 11:30

**Details of the changes to existing Mobile services:****Shipton Moyne Post Office, Opposite 3 Sunnyside, Shipton Moyne, Tetbury, GL8 8PP****Current opening times**

Monday	15:30 – 16:30
Thursday	15:30 – 16:30

**New opening times**

Monday	12:00 – 13:00
Tuesday	12:00 – 13:00

**Details of the changes to existing Mobile services:****Avening Post Office, Opposite 65 Sunground, Avening, Tetbury, GL8 8NW****Current opening times**

Monday	14:00 – 15:00
Thursday	14:00 – 15:00

**New opening times**

Monday	13:45 – 14:45
Tuesday	13:45 – 14:45

**Details of the changes to existing Mobile services:****Chalford Post Office, On road behind 1 Belvedere Mews, Chalford, Stroud, GL6 8PF****Current opening times**

Monday	09:00 – 10:00
Thursday	09:00 – 10:00

**New opening times**

Monday	15:00 – 16:30
Tuesday	15:00 – 16:30

**Details of the changes to existing Mobile services:****Brimscombe Post Office, Car Park, Ship Inn, Brimscombe Hill, Brimscombe, Stroud, GL5 2QN****Current opening times**

Monday	10:15 – 11:45
Thursday	10:15 – 11:45

**New opening times**

Tuesday	15:00 – 16:00
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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**

### **What are the Principles of Community Engagement?**

The Principles of Community Engagement are guidelines we follow. They explain how and when we will 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 it is the Consumer Council.

### **What kind of situations 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?**

You and your locally elected representatives (such as MPs, local authorities or councils).

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

If there's a change – like opening a new branch, a temporary closure or a change in opening times we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office or permanently close one then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll issue 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 we can. We try to make sure you have four weeks' notice before anything happens and if we are going to re-open a temporarily closed branch in a new location or franchise a directly managed branch, in its existing site, we will ask for your feedback. If we're going to permanently relocate or close a Post Office there will be a 'consultation period' which lasts six weeks. This means that you have time to share your views with us.

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

We want to hear what you and your representatives think about change. 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 via our Consultation Hub or email, letter or phone.

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

We'll let you know in as many ways as possible. There will be posters in branch or locally, letting customers 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 on our Consultation Hub or by writing to you, or in branch.

### **What can you do if you think we haven't followed the Principles of Community Engagement?**

If you don't think we've followed the Principles, please contact us and let us know why.

To have a look at the full Principles of Community Engagement, please see our website at [postofficeviews.co.uk](http://postofficeviews.co.uk)