



Dear Customer

**Changes to Evesham Mobile Service**  
**Affecting Harvington Mobile Service & Commencement of Inkberrow Mobile Service**

We are writing to update you regarding changes we have made to the Evesham Mobile Service.

Following the closure of Inkberrow Post Office, we are delighted to let you know that we have now restored Post Office services to the local community with the introduction of a temporary Mobile Service while we continue to seek a permanent solution. Please accept my apologies for the late notification on this occasion.

The new temporary mobile service commenced on Friday 31 January 2025 and is operating from The Old Bull car park, Old Vicarage Village Green, Inkberrow, WR7 4DZ by the postmaster from Evesham Post Office.

The establishment of a Mobile Service presents the best possible solution to restore Post Office services to the local community of Inkberrow.

To accommodate the introduction of the new temporary service in Inkberrow, we have adjusted the current opening hours of the Harvington Mobile Service, also operated by the postmaster from Evesham Post Office.

Full details of the new temporary Mobile Service and changes to Harvington Mobile Service are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities.

If you are a local representative, 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're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

*Scott Lacey*

**Scott Lacey**  
**Area Change Manager**

How to contact us:  
[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](https://postofficeviews.co.uk)  
FREEPOST Your Comments

### Details of the new Mobile Services:

Inkberrow Mobile Service		Services
The Old Bull car park Old Vicarage Village Green Inkberrow WR7 4DZ		Similar services will continue to be available.
Opening times		Access
Friday	12:00 – 13:00	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.
Getting there		

The new Post Office Mobile service is located approximately 400 metres away from the previous branch location, along varied terrain. There is a customer car park available at the new location.

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### Details of the change to existing Mobile services opening hours:

#### Harvington Mobile Service The Golden Cross Inn, 97 Village Street, Harvington, WR11 8PQ

##### Previous opening times

Friday	09:00 – 13:00
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##### New opening times

Friday	09:00 – 11:30
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## **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](https://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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

**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 watchdog (Citizens Advice, Consumer 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](mailto:Comments@postoffice.co.uk)**  
**FREEPOST Your Comments**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.