



Dear Customer

Changes to Evesham Mobile Service

We are delighted to let you know that following the temporary closure of Kemerton Post Office, we are restoring Post Office services to the local community with the introduction of a temporary Mobile service. The new service will operate from outside the previous Kemerton Post Office branch, High Street, Kemerton, Tewkesbury, GL20 7HP, commencing on Tuesday 4 January 2022 at 11:15.

Additionally, following the temporary closure of Beckford Post Office, we will restore the service as a temporary Mobile Post Office service whilst we continue to seek a permanent solution. The new temporary Mobile service in Beckford will operate from outside the previous Beckford Post Office branch, Main Street, Beckford, Tewkesbury, GL20 7AD, commencing on Tuesday 4 January 2022 at 13:00.

We've been working hard to identify a solution to restore services locally. A Mobile service, which 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, is a tried and tested way of maintaining service to smaller communities.

We are therefore pleased to inform you that the postmaster from Evesham Post Office is willing to run the Mobile service at both locations, which presents the best possible solution to restore Post Office services to communities of Kemerton and Beckford.

To accommodate the new Mobile service locations, there will be some changes to the current services at Elmley Castle, Ashton Under Hill, Wilmcote and Forthampton from Tuesday 4 January 2022.

Further details of the changes to these services are provided at the end of this letter.

We will display posters locally to tell customers the good news, 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're carrying out this notification in line with our Principles of Community Engagement. An extract relating this is available at the end of this letter.

We do hope that you will support the new Mobile service at Kemerton and Beckford.

Yours faithfully

Scott Lacey

Scott Lacey
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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

Details of the new temporary Mobile service at Kemerton:

Kemerton Post Office Mobile service

High Street
Kemerton
Tewkesbury
GL20 7HP

Opening times

Tuesday	11:15 – 12:15
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Services

A range of Post Office products and services will be available.

Access

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

Transport/parking

Parking is available close to where the Mobile van will be parked.

Getting there

Mobile van will be parked outside the previous Kemerton Post Office branch.

Details of the new temporary Mobile service at Beckford:

Beckford Post Office Mobile service

Main Street
Beckford
Tewkesbury
GL20 7AD

Opening times

Tuesday	13:00 – 14:00
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Services

A range of Post Office products and services will be available.

Access

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

Transport/parking

Parking is available close to where the Mobile van will be parked.

Getting there

Mobile van will be parked outside the previous Beckford Post Office branch.

Details of changes to existing Mobile services:

Elmley Castle Mobile Service , Village Hall Car Park, Elmley Castle, Pershore, WR10 3HS

Current opening times

Tuesday	09:00 – 10:00
Thursday	09:00 – 10:00

New opening times

Tuesday	15:30 – 16:30
Thursday	09:00 – 10:00

Ashton Under Hill Mobile Service, Car Park Outside Free Church, Elmley Road, Ashton Under Hill, Evesham, Hill, WR11 7SJ

Current opening times

Tuesday	12:30 – 13:30
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New opening times

Tuesday	14:15 – 15:15
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Wilmcote Mobile Service, End parking space of previous car park, 1 Aston Cantilow Road, Wilmcote, Stratford-upon-Avon, CV37 9XN

Current opening times

Monday	09:30 – 11:30
Tuesday	14:00 – 16:00
Wednesday	09:30 – 11:30
Thursday	14:00 – 16:00
Friday	09:30 – 11:30

New opening times

Monday	09:30 – 11:30
Wednesday	09:30 – 11:30
Thursday	14:00 – 16:00
Friday	09:30 – 11:30

Forthampton Mobile Service, Layby on Church Road, Forthampton, Gloucester, GL19 4QA

Current opening times

Tuesday	10:30 – 11:30
Thursday	10:30 – 11:30

New opening times

Tuesday	10:00 – 11:00
Thursday	10:30 – 11:30

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 (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 temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

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 representatives², the Consumer Advocacy Bodies and selected charities³ 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, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

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, Citizens Advice 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

FREEPOST Your Comments

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Textphone: 03457 22 33 55

² 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.

³ 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 ² and ³ 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.