



Dear customer

**Changes to Eywas Harold Mobile Outreach Service**  
**Affecting Garway and Hoarwithy**

We are writing to inform you that, regrettably, the postmaster from Eywas Post Office is no longer able to operate Garway and Hoarwithy Mobile services, due to low customer usage. These services will, therefore, be closing week commencing Monday 13 January 2025.

The Post Office has undertaken a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, it has informed our plans for the Network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. At this time, therefore, we are not looking to replace the services at Garway and Hoarwithy.

We will display posters locally to let our customers know. 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.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

*Santosh Samudrala*

**Santosh K Samudrala**  
**Area Change Manager**

**How to contact us:**

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

**Alternative branches**

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

**Alternative branches for Garway Outreach Service, Garway Community Centre, Garway, Hereford HR2 8RQ**

St Weonards Post Office	Services				
St Weonards Hereford HR2 8NU	Offers the same services.				
Opening times	Access				
<table><tr><td>Mon - Sat</td><td>07:00 – 19:00</td></tr><tr><td>Sun</td><td>07:00 – 13:00</td></tr></table>	Mon - Sat	07:00 – 19:00	Sun	07:00 – 13:00	This branch has steps with handrails at entrance to the premises.
Mon - Sat	07:00 – 19:00				
Sun	07:00 – 13:00				
Getting there					

Approximately 2.5 miles from Garway Outreach Service, along varied terrain. Parking is available opposite the branch. Public transport is available to and from the surrounding area.

Grosmont Mobile Post Office Service	Services		
8 Agincourt Square Abergevenny Grosmont NP7 8EP	Offers the same services.		
Opening times	Access		
<table><tr><td>Thu</td><td>11:45 – 13:15</td></tr></table>	Thu	11:45 – 13:15	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.
Thu	11:45 – 13:15		
Getting there			

Approximately 5.6 miles from Garway Outreach Service, along varied terrain. Parking is available close to where the mobile van will be park. Public transport is available to and from the surrounding area.

## Alternative branches for Hoarwithy Outreach Service, The New Harp Inn, Hoarwithy, Hereford, HR2 6QH

Wormelow Post Office		Services
1 Queens Close Wormelow Hereford HR2 8FD		Offers the same services, with the addition of Vehicle Tax.
Opening times		Access
Mon - Sun	07:00 – 19:00	Access is level at entrance to the premises.
Getting there		

Approximately 4.1 miles from Hoarwithy Outreach Service, along varied terrain. Parking is available opposite the branch. Public transport is available to and from the surrounding area.

Allensmore Post Office		Services
Allensmore Hereford HR2 9AS		Offers the same services.
Opening times		Access
Mon - Thu	09:30 – 17:30	Access is level at entrance to the premises.
Fri	09:30 – 17:00	
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		

Approximately 6.7 miles from Hoarwithy Outreach Service, along varied terrain. Parking is available at this branch. Public transport is available to and from the surrounding area.

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](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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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](https://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.