



Dear Customer

Changes to New Radnor, Gladestry, Almeley, Walton, Wigmore, Dorstone and Pembridge Mobile services

Local Public Consultation Decision

We will proceed with our proposal to change the opening hours of Post Office services to the communities of New Radnor, Gladestry, Almeley, Walton, Wigmore, Dorstone and Pembridge.

We received 19 individual responses from customers and local representatives during the consultation period. Some feedback was in support of the changes as it enabled us to maintain Post Office services, however other feedback commented that the proposed opening times may not be adequate to meet the needs of customers using the Post Office in the areas. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans.

Our priority is always to safeguard Post Office services to rural communities so it is important that the service is viable for our Postmaster who operates it on our behalf. The change of opening hours presents the best possible solution to allow us to provide sustainable services to our customers in the longer term.

We do understand that for some customers the new opening times may be less convenient than for others and naturally we regret this. However we do consider that the hours for the mobile service will allow us to maintain a service to the community for the longer term. We will, however, continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

I have carefully considered my original proposal and I am confident that the change of opening times is the correct course of action to take and will meet the needs of our customers in the local communities.

Posters will now be displayed to let customers know about this decision. The new hours will start week commencing 1 May 2018.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 158618

Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Neil Jenkins".

Neil Jenkins
Area Network Change Manager

How to contact us:

- 🖨️ postofficeviews.co.uk
- ✉️ comments@postoffice.co.uk
- ☎️ Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
- ✉️ FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

New Radnor Mobile Service Radnor Arms Car Park Broad Street New Radnor Presteigne LD8 2SP	Current Opening times	
	Tuesday	16:30 – 17:30
	Friday	15:30 – 17:00
	Saturday	12:00 – 13:00
	New Opening times	
Monday	15:30 – 16:30	
Friday	15:30 – 16:30	

Gladestry Mobile Service Car Park Gladestry Village Hall Gladestry Kington HR5 3NR	Current Opening times	
	Wednesday	15:00 – 16:00
	Thursday	09:00 – 10:00
	New Opening times	
	Wednesday	15:00 – 15:45
Thursday	09:00 – 10:00	

Almeley Mobile Service Layby Outside 1 West View Almeley Hereford HR3 6LE	Current Opening times	
	Monday	09:00 – 10:30
	Tuesday	11:00 – 12:00
	Wednesday	12:30 – 13:30
	Friday	09:00 – 10:00
	New Opening times	
	Monday	09:00 – 10:30
Wednesday	12:30 – 13:30	
Friday	09:00 – 10:00	

Walton Mobile Service Outside Walton Village Hall Walton Presteigne LD8 2PY	Current Opening times	
	Monday	15:30 – 16:30
	Wednesday	16:05 – 17:05
	New Opening times	
Wednesday	16:00 – 17:00	

Wigmore Mobile Service Mortimer Stores Castle Garage Wigmore Wigmore Leominster HR6 9UJ	Current Opening times	
	Monday	11:00 – 12:30
	Tuesday	15:00 – 16:00
	Thursday	13:30 – 15:00
	Friday	10:30 – 12:00
	Saturday	10:30 – 11:30
	New Opening times	
	Monday	11:00 – 12:30
	Thursday	13:30 – 15:00
	Friday	10:30 – 12:00

Dorstone Mobile Service Car Park outside the Old Post Office Dorstone Hereford HR3 6AN	Current Opening times	
	Tuesday	09:00 – 10:30
	Wednesday	10:30 – 12:00
	New Opening times	
	Wednesday	10:30 – 12:00

Pembridge Mobile Service East Street Car Park Next to The Kings House Pub Pembridge Leominster HR6 9HB	Current Opening times	
	Monday	14:00 – 15:00
	Tuesday	13:30 – 14:30
	Thursday	15:30 – 16:30
	Friday	13:30 – 15:00
	Saturday	09:00 – 10:00
	New Opening times	
	Monday	14:00 – 15:00
	Thursday	15:30 – 16:30
	Friday	13:30 – 15:00