



Dear Customer

Change of service times for Kington Mobile service

Local Public Consultation

In order to maintain the viability of Kington Mobile service we are proposing to change the opening hours of New Radnor, Gladestry, Almeley, Walton, Wigmore, Dorstone and Pembridge Mobile services.

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 having looked at a range of information specific to the local area before putting our plans into consultation.

Full details of the proposed opening hours can be found at the end of this letter. The opening hours at Llangunllo and Whitney on Wye mobile services will remain the same.

Consulting on the proposed changes

We're now starting a 6 week local public consultation and would like you to tell us what you think about the proposal. Before we finalise our plans, we would like to hear your views particularly on the following areas:

- Do you have any comments on the proposed days and opening hours
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If we were to proceed with this proposal is there anything we could do to make it easier for customers

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for these services either by entering branch name, postcode or the unique branch code:

Kington – HR5 3DJ – 158618

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	14 February 2018
Local Public Consultation ends	28 March 2018
Proposed Month of Change	May/June 2018

We're carrying out consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

At the end of the consultation we will inform our customers of the final plans by displaying posters locally.





Thank you for considering our proposal.

Yours faithfully



Sarah Cottrell
Network Operations Area 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.

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.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered

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 proposed Opening times:

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
	Proposed 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
	Proposed 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
	Proposed 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
	Proposed 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
	Proposed 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
	Proposed 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
	Proposed Opening times	
	Monday	14:00 – 15:00
	Thursday	15:30 – 16:30
	Friday	13:30 – 15:00

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to 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, the Consumer Council.

What kind of changes 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 about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have 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 much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and 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 by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you 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 by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at postofficeviews.co.uk

