



Dear Customer

Changes to Linton Mobile service

Local Public Consultation

We are proposing to restore Post Office services to the communities of Walton on Trent, Blackfordby, Sheepy Magna, Bitteswell, Abbots Bromley, Denstone, Whitacre Heath, Whittington, Fillongley, Hammerwich, Mapleton, Hulland Ward, Turnditch, Acton Trussell and Branston with the introduction of a Mobile service.

Since the closure of the above services we have continued to work to identify a solution to restore services to the local communities. We are therefore planning to introduce a Mobile service, which is a tried and tested way of maintaining service to smaller communities. The Mobile Service 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 that has formed part of our operational network for some years now.

We are therefore pleased to inform you that the Postmaster from Linton Post Office is willing to offer services to the above locations. The establishment of Mobile services presents the best possible solution to restore Post Office services to these communities.

Full details of the proposed new services are provided at the end of this letter.

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:

- How suitable do you think the new locations are and how easy is it to get there
- 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 changes 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 below:

Linton - DE12 6PZ - 379207

postofficeviews.co.uk

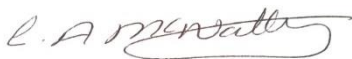
Dates for local public consultation:

Local Public Consultation starts	25 January 2018
Local Public Consultation ends	08 March 2018
Proposed Month of Change	March/April 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.



Thank you for considering our proposal.

Yours faithfully



Lesley McNally
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 new Mobile services:

Turnditch Mobile service

Crompton Inglefield Hall
Ashbourne Road
Turnditch
Belper
DE56 2LH

Proposed opening times

Monday	09:15 – 10:15
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Hulland Ward Mobile service

Hulland Ward & District
Millennium Village Hall
Dog Lane
Ashbourne
DE6 3EG

Proposed opening times

Monday	10:30 – 11:30
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Mapleton Mobile service

The Okeover Arms
Mapleton
Ashbourne
DE6 2AB

Proposed opening times

Monday	12:00 – 13:00
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Denstone Mobile service

College Road
Denstone
Uttoxeter
ST14 5HR

Proposed opening times

Monday	13:30 – 14:30
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Branston Mobile service

Village Hall car park
1 Mellor Road
Branston
Burton on Trent
DE14 3EE

Proposed opening times

Tuesday	08:45 – 12:45
Friday	08:30 – 11:30

Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Whittington Mobile service

4-6 Langton Crescent
Whittington
Lichfield
WS14 9LR

Proposed opening times

Tuesday	13:00 – 15:00
Thursday	08:45 – 10:45
Friday	14:45 – 15:45

Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Walton on Trent Mobile service

Walton Village Hall
Main Street
Rosliston
Swadlincote
DE12 8JW

Proposed opening times

Tuesday	15:15 – 16:15
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Bitteswell Mobile service

Village Hall
Manor Road
Bitteswell
Lutterworth
LE17 4RZ

Proposed opening times

Wednesday	09:00 – 10:00
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Fillongley Mobile service

Coventry Road
Fillongley
Coventry
CV7 8EQ

Proposed opening times

Wednesday	10:45 – 11:45
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Whitacre Heath Mobile service

Nether Whitacre Village Hall
Station Road
Birmingham
B46 2EH

Proposed opening times

Wednesday	12:00 – 13:00
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Sheepy Magna Mobile service

Memorial Hall car park
Main Road
Sheepy Magna
Atherstone
CV9 3QR

Proposed opening times

Wednesday	13:30 – 14:30
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Blackfordby Mobile service

Blackfordby Village Hall
Sandtop Lane
Blackfordby
Swadlincote
DE11 8AL

Proposed opening times

Wednesday	15:00 – 16:00
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Hammerwich Mobile service

105 Burntwood Road
Hammerwich
Burntwood
WS7 0JL

Proposed opening times

Thursday	11:00 – 13:00
Friday	13:30 – 14:30

Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Acton Trussell Mobile service

Community Centre
9 Acton Hill Road
Acton Trussell
Stafford
ST17 0RY

Proposed opening times

Thursday	13:30 – 14:30
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

Abbots Bromley Mobile service

Parish Council car park
Off Bagot Street
Abbots Bromley
Rugeley
WS15 3DB

Proposed opening times

Thursday	15:00 – 16:00
Friday	12:00 – 13:00

Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.

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