



Dear Customer,

Service Re-opening

**Newbridge On Wye Outreach Services
Affecting Hundred House, Llanafanfawr, Aberedw & Clyro**

We are delighted to let you know that we have restored Post Office services to the communities of Hundred House, Llanafanfawr, Aberedw & Clyro on Monday 29 August 2022 and have been operating from their same locations. These services closed temporarily due to operational issues. Please accept our apologies for this late notification.

These services are operated by the postmaster from Newbridge On Wye Post Office and offer a range of Post Office products and services. Full details of the Outreach services are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to 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 the new service, please contact the National Consultation Team, as detailed 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".

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.

Thank you for your support in restoring a Post Office service.

Yours faithfully,

Fiona Shanahan

**Fiona Shanahan
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of Newbridge Outreach Services

Hundred House Outreach Service

Village Hall
Hundred House
Powys
LD1 5RY

Opening times

Monday	11:30 – 13:30
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Services

The same range of services are available.

Access

This branch has a wide door and level access at the entrance.

Parking

Parking is available outside the premises.

Llanafanfawr Outreach Service

Village Hall
Llanafanfawr
Builth Wells
LD2 3PN

Opening times

Wednesday	09:00 – 11:00
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Services

The same range of services are available.

Access

This branch has a wide door and level access at the entrance.

Parking

Parking is available outside the premises.

Aberedw Outreach Service

Church Hall
Aberedw
Builth Wells
LD2 3UH

Opening times

Monday	09:00 – 11:00
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Services

The same range of services are available.

Access

This branch has a wide door and level access at the entrance.

Parking

Parking is available outside the premises.

Clyro Outreach Service

Village Hall
Clyro
Hereford
HR3 5SN

Opening times

Monday	14:30 – 15:30
Wednesday	12:00 – 15:00

Services

The same range of services are available.

Access

This branch has a wide door and a step at the entrance.

Parking

Parking is available nearby.

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.