



Dear Customer,

Branch Unplanned Closure

**Pontesbury Hosted Outreach Service
Affecting Minsterley, Hope and Shawbury Outreach Services**

We are writing to inform you that, regrettably, the postmaster from Pontesbury branch will no longer be operating Minsterley, Hope and Shawbury Hosted outreach services due to unforeseen circumstances. These services, will therefore, cease week commencing Monday 17 February 2025. Please accept my apologies for the late notification on this occasion.

The partner services at Acton Burnell, Shrewsbury, SY5 7PA and Worthen, Brookside, Worthen, Shrewsbury, SY5 9HW, will continue to operate as normal with the same opening times. Full details of these service changes are provided at the end of this letter.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. 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 future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

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.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully,

Carol Williams

**Carol Williams
Area Change Manager**

How to contact us:

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

Alternative branches for Minsterley Hosted Outreach Service

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

Pontesbury Post Office		Services
Shrewsbury Road Pontesbury Shrewsbury SY5 0QA		Offers similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Fri	09:00 – 17:00	This branch has a ramp with a handrail at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
This branch is approximately 1.8 miles from Minsterley Hosted Outreach service, along varied terrain Parking is available nearby.		

Radbrook Green Post Office		Services
The Morris Radbrook Centre Bank Farm Road Shrewsbury SY3 6DU		Offers similar services, with the addition of a comprehensive range of Travel Money, Travel Insurance and Passport Check & Send.
Opening times		Access
Mon - Sat	08:00 – 20:00	This branch has a wide door and level access at the entrance to the premises.
Sun	10:00 – 16:00	
Getting there		
This branch is approximately 8.3 miles from Minsterley Hosted Outreach service, along varied terrain. Parking, with disabled bays, is available at Radbrook Green Shopping Centre. There are local buses serving the surrounding area.		

Alternative branches for Hope Hosted Outreach Service

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

Worthen Post Office		Services
Brookside Worthen SY5 9HW		Offers similar services, however excluding Travel On Demand Insurance.
Opening times		Access
Mon - Sat	09:00 – 17:00	This branch has level access at the entrance to the premises.
Sun	Closed	
Getting there		
This branch is approximately 3.4 miles from Hope Hosted Outreach service, along varied terrain. Parking is available nearby.		

Pontesbury Post Office		Services
Shrewsbury Road Pontesbury Shrewsbury SY5 0QA		Offers similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Fri	09:00 – 17:00	This branch has a ramp with a handrail at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
This branch is approximately 5.9 miles from Hope Hosted Outreach service, along varied terrain. Parking is available nearby.		

Churchstoke Post Office		Services
Churchstoke Montgomery SY15 6AR		Offers the same services.
Opening times		Access
Mon - Sat	08:00 – 22:00	This branch has level access at the entrance to the premises.
Sun	10:00 – 16:00	
Getting there		
This branch is approximately 7.9 miles from Hope Hosted Outreach service, along varied terrain. Parking, with disabled bays, is available at Churchstoke Shopping Centre.		

Alternative branches for Shawbury Hosted Outreach Service

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

Shop Lane Post Office		Services
The Co-Op Food Shop Lane High Ercall Telford TF6 6AG		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Sat	07:00 – 20:00	This branch has level access at the entrance to the premises.
Sun	07:00 – 19:00	
Getting there		
This branch is approximately 3.8 miles from Shawbury Hosted Outreach service, along varied terrain Parking is available nearby. There are local buses serving the surrounding area.		

Hadnall Post Office		Services
Hadnall Village Store 23 Shrewsbury Road Hadnall Shrewsbury SY4 4AG		Offers similar services, with the addition of Euro Travel Money.
Opening times		Access
Mon - Fri	09:00 – 17:30	This branch has a step at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
This branch is approximately 4 miles from Shawbury Hosted Outreach service, along varied terrain Parking is available nearby. There are local buses serving the surrounding area.		

Details of existing service opening hours:					
Acton Burnell Partner Service	Acton Burnell, Shrewsbury, SY5 7PA				
<div>Opening times</div> <table> <tr> <td>Mon, Tues,</td><td>09:00 – 13:00</td></tr> <tr> <td>Thu & Fri</td><td>14:00 – 17:00</td></tr> </table>		Mon, Tues,	09:00 – 13:00	Thu & Fri	14:00 – 17:00
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Worthen Partner Service	Brookside, Worthen, Shrewsbury, SY5 9HW		
<div>Opening times</div> <table> <tr> <td>Mon - Sat</td><td>09:00 – 17:30</td></tr> </table>		Mon - Sat	09:00 – 17:30
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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
- Unplanned closure¹/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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹Where 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.