



Dear Customer,

**Changes to Pontesbury Outreach Services**  
**Affecting Shawbury, Hope, Marton, Minsterley, Longden, Stiperstone and Wentnor**

We have made some changes to the above Outreach Post Office services.

Following a review of customer usage, we have made changes to the opening hours of the Outreach Post Office Services at Shawbury and Hope. This change will take effect from Friday 31st May 2024 for Shawbury and Wednesday 5 June 2024 for Hope. Full details of the changes are provided at the end of this letter.

There is no change to Minsterley Outreach Service, operating from: 3 Station Road, Minsterley, Shrewsbury, SY5 0BG.

We regret to inform you that, the Outreach Post Services at Marton, Longden, Stiperstone and Wentnor, which is currently provided by the Postmaster at Pontesbury Post Office, will cease due to very low customer usage.

Details of changes to the Outreach Post Office services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change. We would like to apologise for the closure and for any inconvenience this may cause.

We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities. However, should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

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.

We would like to apologise for the inconvenience the closures 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. There are times our branches may need to make changes to opening hours. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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.

Yours faithfully,

*Carol Williams*

**Carol Williams**  
**Network Provision Lead**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

**Outreach Post Office Service - New opening hours**

**Shawbury Outreach Post Office Service** - Shawbury Village Hall, Church Street, Shawbury,  
Shrewsbury, SY4 4NH.

**New opening times**

<b>Friday</b>	<b>09:30 – 11:30</b>
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**Hope Outreach Post Office Service** - Hope Village Hall, Hope, Near Minsterley, Shrewsbury, SY5 0JB.

**New opening times**

<b>Wednesday</b>	<b>12:00 – 13:30</b>
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**Details of closure dates for Outreach Services:**

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**Marton Outreach Service**

Marton Village Hall

Welshpool

Powys

SY21 8JT

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**Closure Date: Tuesday 28 May 2024**

<b>Tuesday</b>	<b>09:30</b>
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**Longden Outreach Service**

Tankerville Arms  
Longden  
Shrewsbury  
SY5 8EX.

Closure Date: Thursday 23 May 2024

Thursday	13:00
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**Stiperstones Outreach Service**

Snailbeach  
Shrewsbury  
SY5 0LZ.

Closure Date: Monday 27 May 2024

Monday	12:15
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**Wentnor Outreach Service**

The Shop  
15 Rock Close  
Wentnor

Closure Date: Monday 27 May 2024

Monday	09:30
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Bishops Castle  
SY9 5EP.

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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](http://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 closure<sup>1</sup> / 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, Consumer 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, Consumer 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.