



Dear Customer

Changes to Potter's Cross Outreach service
Affecting Cookley, Claverley and Alveley

We are writing to inform you that, regrettably, due to low customer usage the Outreach service at Cookley, operated by the postmaster from Potter's Cross Post Office will cease from Tuesday 23 July 2024.

The Post Office has undertaken a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, it has informed our plans for the Network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. At this time, therefore, we are not looking to replace Cookley Post Office Service.

Additionally due to unforeseen circumstances the outreach service at Claverley also operated by the Postmaster from Potter's Cross closed on 21 May 2024. I would like to assure you that we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited".

Along with the closures, there will be some changes to the current opening hours at Alveley also operated by the postmaster from Potter's Cross Post Office. This change will take effect from Tuesday 30 July 2024.

Details of changes to the 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 will continue to monitor the number of customers using Post Office services and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

We will display posters locally to tell customers the good news. 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're carrying out this notification in line with our Principles of Community Engagement. An extract relating to this is available at the end of this letter.

We would like to thank you for your patience and support at this time.

Yours faithfully

Scott Lacey

Scott Lacey
Network Provision Lead

How to contact us:

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

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

**Alternatives branches for Cookley Outreach Service, Eagle & Spur Public House, 176
Castle Road, Cookley, Kidderminster, DY10 3TB**

Kinver Post Office

24-25 High Street

Kinver

Stourbridge

West Midlands

DY7 6HF

Services

Offers similar services with the addition of Vehicle Tax.

Access and facilities

This branch has a wide automatic door and level access via a ramp with handrail or steps with handrail.

Opening times

Monday - Saturday	08:00 - 20:00
Sunday	10:00 - 16:00

Getting there

This Post Office service will be located approximately 2.1 miles away from Cookley, along varied terrain. Customer parking is available to the rear of the branch. There is no direct bus service available between Cookley branch and this Post Office service.

Horsefair Post Office

27-28 The Horsefair

Kidderminster

DY10 2EN

Services

Offers the same services.

Access and facilities

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

Opening times

Monday - Sunday	07:30 - 22:00
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Getting there

This Post Office service will be located approximately 2.4 miles away from Cookley, along varied terrain. There is a car park opposite the branch with a dedicated disabled parking bay. There is a regular bus service available between Cookley branch and this Post Office service, the nearest bus stop is approximately 100 metres away.

**Alternatives branches for Claverley Outreach Service, The Crown Inn, High Street,
Claverley, Wolverhampton, West Midlands, WV5 7DU**

Worfield Post Office

Main Street
Worfield
Bridgnorth
WV15 5LF

Services

Offers the same services.

Access and facilities

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

Opening times

Monday, Tuesday, Thursday, Friday	09:00 - 13:00 14:00 -17:30
Wednesday	09:00 -13:00
Saturday	09:00 -12:30

Getting there

This Post Office service will be located approximately 2.9 miles away from Claverley, along varied terrain. Roadside parking is available outside the branch. There is no direct bus service available between Claverley branch and this Post Office service.

Pattingham Post Office

7 Meadow View
High Street
Pattingham
Wolverhampton
WV6 7BD

Services

Offers the similar services with the addition of Vehicle Tax, Dollar Travel Money and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and a ramp with handrail at the entrance.

Opening times

Monday – Saturday	08:00 – 20:00
Sunday	10:00 – 16:00

Getting there

This Post Office service will be located approximately 4.4 miles away from Pattingham, along varied terrain. Parking is available outside the branch. There is no direct bus service between Claverley Outreach and this Post Office service.

Details of the change to existing outreach service:

Alveley Outreach Service, 2A Arden Way, Alveley, Bridgnorth, WV15 6NR

Current opening times

Tuesday	11:30 - 13:30
Thursday	12:00 - 14:00

New opening times

Tuesday	11:00 - 13:00
Thursday	11:00 - 13:00

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 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

FREEPOST Your Comments

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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.