



Dear Customer

Engaging with our customers - Share your views

Potter's Cross Post Office

We are delighted to let you know that following the temporary closure of Claverley Post Office, we will be restoring Post Office services to the community with the introduction of a permanent Hosted Outreach service.

This new Hosted Outreach Post Office service in will operate from within The Crown Inn, High Street, Claverley, Wolverhampton, WV5 7DU.

Following the temporary closure of Cookley Post Office, we will also be restoring Post Office services to the community, with the introduction of a temporary Hosted Outreach service, whilst we continue to seek a permanent solution. This new temporary Post Office service will operate from within the Meeting Room 1, Cookley Village Hall, Lea Lane, Cookley, Kidderminster, DY10 3RH.

We are pleased to inform you that the Postmaster from Potter's Cross Post Office currently operates an Outreach service in the area and is willing to extend the Post Office services to the above communities.

Further details of the Post Office services are provided at the end of this letter.

To accommodate the new Hosted Outreach Post Office services in Claverley and Cookley, we have made some minor changes to the current opening hours of the Post Office service at Alveley.

The changes to the above Post Office services will commence from Tuesday 19 October 2021.

We will display posters at the new locations and within the local area 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 would like to hear from you

We are keen to restore services to these communities as soon as possible, so we have decided to go ahead with our plans. The re-opening of the services in a new location is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?
- Do you have any comments on the planned days and opening hours?

We will be accepting comments until 10 November 2021. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new services are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for this service either by service name, postcode, or the unique branch code **220208**

Once the plans have been finalised, we'll display posters at the new locations and locally, and information will be provided on our Consultation Hub outlining the main comments received and our response.

If there are any unforeseen changes to the opening date, posters will be displayed at the new locations and within the local community to let customers know.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

Scott Lacey

Scott Lacey
Network Provision Lead

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 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 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.

**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.**

Details of the new Hosted Outreach Service: Claverley

Claverley Post Office

The Crown Inn
High Street
Claverley
Wolverhampton
WV5 7DU

Opening times

Tuesday	14:30 – 15:30
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Services

A range of services will continue to be available.

Access

There are steps and a wide door at the main front entrance to The Crown Inn.

Customers with wheelchairs may use the second entrance on the side with level access and a wide door. Internally, there will be a hearing loop and space for a wheelchair.

Transport/parking

Parking is available within The Crown Inn Car Park.

Getting there

This new Hosted Outreach Post Office service is located within 25 metres away from the previous branch, along varied terrain.

Details of the new Hosted Outreach Service: Cookley

Cookley Post Office

Meeting Room 1
Cookley Village Hall
Lea Lane
Cookley
Kidderminster
DY10 3RH

Opening times

Tuesday	09:30 – 10:30
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Services

A range of services will continue to be available.

Access

The Cookley Village Hall has level access and a wide door at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

Transport/parking

There is a dedicated car park on site at Cookley Village Hall.

Getting there

This new Hosted Outreach Post Office service is located within 350 metres away from the previous branch, along varied terrain.

Details of changes to existing Hosted Outreach service: Alveley

Alveley Post Office, 2A Arden Way, Alveley, Bridgnorth, WV15 6NR

Current opening times

Tuesday	12:00 – 14:00
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New opening times

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

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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

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² Locally elected representatives include 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.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in ² and ³ above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.