



Dear Customer

St Weonards Mobile services

We are really pleased to let you know that we are restoring Post Office services to the communities of Drybrook and Grosmont.

Since the closure of the above services, we have been working hard to identify a solution to restore services locally and we are pleased to be able to reinstate a temporary Mobile Service to the communities, whilst we continue to seek a permanent solution.

The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to local communities without relying on fixed premises.

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. We are therefore pleased to let you know that we will also be introducing a new Mobile Service to the communities of Goodrich and Eaton Bishop. 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. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

We are pleased to inform you that the postmaster from St Weonards Post Office is willing to offer services to the above locations.

To accommodate the new Mobile services there will be some changes to the opening hours at the current Mobiles services at: Almeley, Wigmore, Pembridge, Weobley, Whitney on Wye, Dorstone, Gladestry, Walton and New Radnor.

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.

These changes will take effect from week commencing Monday 22 August 2022; however, the Mobile Van will not be in service for operational reasons on Wednesday 24 August 2022, and services will resume as normal from Thursday 25 August 2022.

We apologise for this short break in service, customers requiring Post Office facilities may use any convenient Post Office service.

**During the Coronavirus pandemic the branch may need to
make changes to its opening hours.**

**The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder**

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'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 hope that you and the local community will support the Post Office network in your area.

Yours faithfully

Katimay John

Katimay John
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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 temporary Mobile Service at: Drybrook

Drybrook Mobile Post Office

At the Car Park
The Hearts of Oak Pub
Drybrook Road
The Cross
Drybrook
GL17 9EE

Services

A range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Opening times

Thursday	10:15 – 11:45
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Getting there

This Mobile Van will be located at The Hearts of Oak Car Park, approximately 120 metres away from the previous Post Office service, along a varied terrain.
Parking will be available at The Hearts of Oak Car Park.

Details of the temporary Mobile Service at: Grosmont

Grosmont Mobile Post Office

Outside the Angel Inn
Angel Inn Pub
Grosmont
Abergavenny
NP7 8EP

Services

A range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Opening times

Thursday	14:00 – 15:30
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Getting there

This Mobile Van will be located outside the Angel Inn pub, approximately 140 metres away from the previous Post Office service, along varied terrain.
Roadside parking is available nearby.

Details of the new Mobile Service at: Goodrich

Goodrich Mobile Post Office

At the Car Park
Goodrich Village Hall
Goodrich
Ross on Wye
HR9 6HX

Opening times

Thursday	12:00 – 13:00
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Getting there

This Mobile Van will be located at the Goodrich Village Car Park.
Parking is available at the Goodrich Village Car Park.
Roadside parking is also available nearby.

Services

A range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Details of the new Mobile Service at: Eaton Bishop

Eaton Bishop Mobile Post Office

At the Car Park
Eaton Bishop Village Hall
Honeymoon Lane
Hereford
HR2 9QA

Opening times

Friday	14:30 – 15:30
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Getting there

This Mobile Van will be located at the Eaton Bishop Village Hall Car Park.
Parking is available at the Eaton Bishop Village Hall Car Park.
Roadside parking is also available nearby.

Services

A range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Details of changes to existing Mobile Services:

Details of the change to existing Mobile service at: Almeley

Almeley Mobile Service, The Bells Inn Car Park, Almeley, Hereford, HR3 6LF

Current opening times

Wednesday	12:30 – 13:30
Friday	12:00 – 13:00

New opening times

Tuesday	09:40 – 10:40
Wednesday	14:45 – 15:45

Details of the change to existing Mobile service at: Wigmore

Wigmore Mobile Service, Mortimer Country Stores Car Park, Broad Street,
Wigmore, Leominster, HR6 9UJ

Current opening times

Monday	11:00 – 12:30
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New opening times

Monday	10:00 – 11:30
Wednesday	11:15 – 12:45

Details of the change to existing Mobile service at: Pembridge

Pembridge Mobile Service, East Street Car Park, Next to The Kings House Pub,
Pembridge, Leominster, HR6 9HB

Current opening times

Monday	13:00 – 14:30
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New opening times

Monday	11:45 – 13:15
Wednesday	13:00 – 14:00

Details of the change to existing Mobile service at: Weobley

Weobley Mobile Service, On Broad Street, Weobley, Hereford, HR4 8SA

Current opening times

Tuesday	10:45 – 13:15
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New opening times

Monday	14:00 – 15:30
Wednesday	09:45 – 10:45

Details of the change to existing Mobile service at: Whitney on Wye

Whitney on Wye Mobile Service, Outside Church Barn, Whitney-on-Wye,
Hereford, HR3 6EG

Current opening times

Wednesday	09:30 – 10:00
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New opening times

Friday	11:30 – 12:00
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Details of the change to existing Mobile service at: Dorstone

Dorstone Mobile Service, Car Park outside Old Post Office, Dorstone,
Hereford, HR3 6AN

Current opening times

Wednesday	10:30 – 12:00
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New opening times

Friday	09:30 – 11:00
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Details of the change to existing Mobile service at: Gladestry

Gladestry Mobile Service, Gladestry Village Hall Car Park, Gladestry,
Kington, HR5 3NR

Current opening times

Wednesday	15:00 – 15:45
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New opening times

Tuesday	14:00 – 15:00
Friday	12:50 – 13:50

Details of the change to existing Mobile service at: Walton

Walton Mobile Service, Outside Walton Village Hall, Walton,
Presteigne, LD8 2PY

Current opening times

Wednesday	16:00 – 17:00
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New opening times

Tuesday	11:00 – 12:00
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Details of the change to existing Mobile service at: New Radnor

New Radnor Mobile Service, Outside the Stores, 13 Broad Street, New Radnor,
Presteigne, LD8 2SP

Current opening times

Friday	14:30 – 15:30
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New opening times

Tuesday	12:45 – 13:45
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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 local 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.