



Dear Customer,

Changes to St Weonards Outreach Services
Affecting Whitney-on-Wye, Goodrich, Wigmore, Almeley, Walton, New Radnor, Gladestry,
Weobley, Pembridge, Drybrook, Grosmont & Eaton Bishop Mobile Services

We are writing to inform you that, regrettably, the Mobile services located at Whitney-on-Wye and Goodrich, will no longer be available due to low customer usage. These services will, therefore, be closing on Monday 30 September 2024.

There will need to be some changes to the current services offered by St Weonards Mobile van, to accommodate these closures, affecting the opening times for services at Almeley, Walton, New Radnor, Gladestry, Drybrook, Grosmont and opening days and times at Wigmore, Weobley, Pembridge and Eaton Bishop Mobile services from the week commencing Monday 30 September 2024. Further details of the changes to these services are provided at the end of this letter.

We will display posters to tell customers about these changes. 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 closures may cause and hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are also provided at the end of this letter and the latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We continue to monitor service usage in the area and will ensure that any service provision is sustainable for both the person operating the service, and for Post Office Limited.

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

Yours faithfully,

Santosh Samudrala

Santosh Samudrala
Area Change Manager

Details of alternative branches for Whitney-on-Wye Mobile Service:

Eardisley Post Office		Services
The New Strand Eardisley Hereford HR3 6PW		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon, Wed, Thu & Fri	09:00 – 17:00	This branch has steps at the entrance to the premises.
Tue	09:00 – 13:00	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
This branch is approximately 3.2 miles from Whitney-on-Wye Mobile service, along varied terrain. Parking is available nearby.		

Hay-on-Wye Post Office		Services
Oxford Road Hay-on-Wye Hereford HR3 5AJ		Offers the similar services, with the addition of Euro/Dollar Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 17:00	This branch has a step at the entrance to the premises.
Sat & Sun	Closed	
Getting there		
This branch is approximately 4.7 miles from Whitney-on-Wye Mobile service, along varied terrain. Parking is available nearby.		

Details of the alternative branches for Goodrich Mobile Service:

Bishopswood Post Office		Services
Colts Garage Bishopswood Ross-on-Wye HR9 5QX		Offers the same services, with the addition of Euro Travel Money.
Opening times		Access
Mon - Sun	07:00 – 22:00	This branch has a wide door and a ramp at the entrance to the premises.
Getting there		
This branch is approximately 1.7 miles from Goodrich Mobile service, along varied terrain Parking is available nearby.		

Tudorville Post Office		Services				
Walford Road Tudorville Ross-on-Wye HR9 5PY		Offers similar services, with the addition of Vehicle Tax.				
Opening times		Access				
<table><tr><td>Mon - Sat</td><td>07:00 – 18:00</td></tr><tr><td>Sun</td><td>07:00 – 13:00</td></tr></table>		Mon - Sat	07:00 – 18:00	Sun	07:00 – 13:00	This branch has a wide door and level access at the entrance to the premises.
Mon - Sat	07:00 – 18:00					
Sun	07:00 – 13:00					
Getting there						
This branch is approximately 3.4 miles from Goodrich Mobile service, along varied terrain Parking is available on the forecourt of the branch.						

Details of the change to existing Mobile service opening hours:			
Almeley Mobile Service		The Bells Inn car park, Almeley, Hereford, HR3 6LF	
Current opening times		New opening times	
Tuesday	09:45 – 10:45	Tuesday	10:00 – 11:00
Wednesday	14:45 – 15:45	Wednesday	14:45 – 15:30

Details of the change to existing Mobile service opening hours:			
Wigmore Mobile Service		Outside Wigmore Village shop, Castle garage, Wigmore, Leominster, HR6 9UJ	
Current opening times		New opening times	
Monday	10:00 – 11:30	Wednesday	11:45 – 12:45
Wednesday	11:45 – 12:45		

Details of the change to existing Mobile service opening hours:

Walton Mobile Service	Adjacent to the former Crown Inn, Walton, Presteigne, LD8 2PY				
Current opening times <table><tr><td>Tuesday</td><td>11:00 – 12:00</td></tr></table>	Tuesday	11:00 – 12:00	New opening times <table><tr><td>Tuesday</td><td>11:15 – 11:45</td></tr></table>	Tuesday	11:15 – 11:45
Tuesday	11:00 – 12:00				
Tuesday	11:15 – 11:45				

Details of the change to existing Mobile service opening hours:

New Radnor Mobile Service	Outside the Stores, 13 Broad Street, New Radnor, Presteigne, #LD8 2SP				
Current opening times <table><tr><td>Tuesday</td><td>12:45 – 13:45</td></tr></table>	Tuesday	12:45 – 13:45	New opening times <table><tr><td>Tuesday</td><td>12:30 – 13:30</td></tr></table>	Tuesday	12:30 – 13:30
Tuesday	12:45 – 13:45				
Tuesday	12:30 – 13:30				

Details of the change to existing Mobile service opening hours:

Gladestry Mobile Service	Gladestry Village Hall Car Park, Gladestry, Kington, HR5 3NR								
Current opening times <table><tr><td>Tuesday</td><td>14:00 – 15:00</td></tr><tr><td>Friday</td><td>12:50 – 13:40</td></tr></table>	Tuesday	14:00 – 15:00	Friday	12:50 – 13:40	New opening times <table><tr><td>Tuesday</td><td>13:45 – 14:45</td></tr><tr><td>Friday</td><td>11:45 – 12:30</td></tr></table>	Tuesday	13:45 – 14:45	Friday	11:45 – 12:30
Tuesday	14:00 – 15:00								
Friday	12:50 – 13:40								
Tuesday	13:45 – 14:45								
Friday	11:45 – 12:30								

Details of the change to existing Mobile service opening hours:

Weobley Mobile Service	On Broad Street, Weobley, Hereford, HR4 8SA								
Current opening times <table><tr><td>Monday</td><td>13:30 – 15:00</td></tr><tr><td>Wednesday</td><td>09:45 – 11:15</td></tr></table>	Monday	13:30 – 15:00	Wednesday	09:45 – 11:15	New opening times <table><tr><td>Wednesday</td><td>09:45 – 11:15</td></tr><tr><td>Friday</td><td>13:30 – 15:00</td></tr></table>	Wednesday	09:45 – 11:15	Friday	13:30 – 15:00
Monday	13:30 – 15:00								
Wednesday	09:45 – 11:15								
Wednesday	09:45 – 11:15								
Friday	13:30 – 15:00								

Details of the change to existing Mobile service opening hours:

Pembridge Mobile Service	East Street Car Park, Next to The Kings House Pub, Pembridge, Leominster, HR6 9HB						
Current opening times <table><tr><td>Monday</td><td>11:50 – 12:50</td></tr><tr><td>Wednesday</td><td>13:00 – 14:00</td></tr></table>	Monday	11:50 – 12:50	Wednesday	13:00 – 14:00	New opening times <table><tr><td>Wednesday</td><td>13:30 – 14:30</td></tr></table>	Wednesday	13:30 – 14:30
Monday	11:50 – 12:50						
Wednesday	13:00 – 14:00						
Wednesday	13:30 – 14:30						

Details of the change to existing Mobile service opening hours:			
Drybrook Mobile Service		Drybrook Road, The Cross, Drybrook, Forest of Dean, GL17 9EE	
Current opening times		New opening times	
	Thursday	10:00 – 11:30	Thursday 09:30 – 11:00

Details of the change to existing Mobile service opening hours:			
Grosmont Mobile Service		8 Agincourt Square, Abergevenny, Grosmont, NP7 8EP	
Current opening times		New opening times	
	Thursday	14:00 – 15:30	Thursday 11:45 – 13:15

Details of the change to existing Mobile service opening hours:			
Eaton Bishop Mobile Service		Honeymoon Lane, Eaton Bishop, Hereford, HR2 9QA	
Current opening times		New opening times	
	Friday	14:30 – 15:30	Thursday 14:15 – 15:15

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.