



Dear Customer

Changes to Highnam Outreach Service

We are writing to inform you that, regrettably, following the withdrawal of the premises for Post Office use, the Staunton Outreach service which is operated from Staunton Garden Centre, Ledbury Road, Staunton, Gloucester, GL19 3QA by the Postmaster at Highnam Post Office, will be ceasing on Thursday 27 May 2021 at 14:00.

We want to make sure that customers can access our quality products and services across the Post Office network. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a Post Office and 90% are within 1 mile. However, due to the effects of coronavirus on retail businesses, this remains a challenging environment in which to operate. While we will always look to reopen services when they close, we cannot commit to doing so in every instance at this time. We will continue to review this position and prioritise those areas with the highest need.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

To accommodate the above service closure, we have made some changes to the opening times for the Outreach services at Hartpury, Dymock and Putley.

The Postmaster at Highnam Post Office will continue to provide Post Office services to the local communities at Hartpury, Dymock and Putley, and changes to opening times will take effect from week commencing 31 May 2021.

Further details of the changes to these services are provided at the end of this letter.

Any future changes to service provision would be handled in line with our Principles of Community Engagement. A copy is available at the end of this letter.

We will display posters in the local area to inform customers.

It would be helpful if you could share this information 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 these posters please let us know.

We would like to apologise for the inconvenience the temporary closure 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. Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Yours sincerely

Scott Lacey

Scott Lacey
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.

Alternatives to use after closure of Outreach service in Staunton:

Lower Pendock Post Office

Lower Pendock
Gloucester
GL19 3PG

Opening times

Monday	09:00 – 13:00
Tuesday	09:00 – 13:00
Wednesday	Closed
Thursday	09:00 – 13:00 14:00 – 16:00
Friday	09:00 – 13:00
Saturday	Closed
Sunday	Closed

Services

The same range of services will continue to be available.

Access and facilities

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

Transport/parking

Off road parking is available directly outside of the branch. There are local buses serving the surrounding area.

Distance

This Post Office service is located approximately 2.8 miles away from Outreach service in Staunton, along varied terrain.

Ashleworth Post Office

The Village
Ashleworth,
Gloucester
GL19 4JG

Opening times

Monday	08:30 – 18:00
Tuesday	08:30 – 18:00
Wednesday	08:30 – 18:00
Thursday	08:30 – 18:00
Friday	08:30 – 18:00
Saturday	08:30 – 13:00
Sunday	Closed

Services

The same range of services will continue to be available with the addition of a Car Tax and National Lottery.

Access and facilities

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

Transport/parking

Off road parking is available directly outside of the branch. There are local buses serving the surrounding area.

Distance

This Post Office service is located approximately 3 miles away from Outreach service in Staunton, along varied terrain.

Details of the changes to Outreach service in Hartpury:

Hartpury Post Office, Hartpury Village Hall, Over Old Road,
Hartpury, Gloucester, GL19 3FD

Current opening times

Tuesday	14:30 – 16:30
Thursday	14:30 – 16:30

New opening times

Tuesday	12:30 – 14:30
Thursday	12:30 – 14:30

Details of the changes to Outreach service in Dymock:

Dymock Post Office, The Communal Lounge, Western Way Sheltered Scheme,
Western Way, Dymock, GL18 2AU

Current opening times

Wednesday	09:30 – 12:30
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New opening times

Monday	12:00 – 14:30
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Details of the changes to Outreach service in Putley:

Putley Post Office, Putley Village Hall, Putley Green,
Putley, Ledbury, HR8 2QN

Current opening times

Monday	13:00 - 15:00
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New opening times

Monday	09:30 - 11:30
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Principles of Community Engagement on changes to the Post Office network

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 closure¹/ 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.

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.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, 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.

⁴ 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.

⁵ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.