



Dear Customer

Changes to Trefonen Hosted Services Affecting Bomere Heath, Gobowen, West Felton, Ryton X1 Town & Knockin,

We are really pleased to let you know that we have restored Post Office service to Bomere Heath as a temporary Hosted Outreach service on Friday 6 May 2022. This new service is operating from Bomere Heath Village Hall, Shewsbury Road, Bomere Heath, Shrewsbury, SY4 3PN.

Additionally, we will be restoring Post Office service to Gobowen as a temporary Hosted Outreach Service commencing from Wednesday 18 May 2022. This new service will be operating from the Gobowen Library, St Martins Road, Gobowen, Oswestry, SY11 3NP.

Since the closure of the above branches, we have been working hard to identify a solution to restore services locally and we are pleased to be able to reinstate a temporary Hosted Outreach Post Office service to the communities at Bomere Heath and Gobowen, whilst we continue to seek a permanent solution.

We are pleased to inform you that the postmaster from Trefonen Post Office is offering services at Bomere Heath and will also provide Post Office services at Gobowen.

To accommodate the new services there were some changes made to the opening hours at West Felton, Ryton X1 Town and Knockin also operated by the Postmaster from Trefonen, this change took effect from Tuesday 3 May 2022.

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

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.

Yours faithfully

Carol Williams

Carol Williams
Network Provision Lead

Details of the new Hosted Outreach Services:

Bomere Heath Hosted Outreach Service

The Village Hall
Shewsbury Road
Bomere Heath
Shewsbury
SY4 3PD

Services

A range of services is available.

Access and facilities

The Village Hall has a ramp with a handrail at the entrance.

Opening times

Friday	10:30 – 12:30
--------	---------------

Getting there

This outreach service is located approximately 0.1 mile away from the previous service location along varied terrain. There is a car park at the Village Hall and roadside parking is available nearby.

Gobowen Hosted Outreach Service

Gobowen Library
St Martins Road
Gobowen
Oswestry
SY11 3NP

Services

A range of services will be available.

Access and facilities

The library has a ramp with handrails at the entrance.

Opening times

Wednesday	10:30 – 12:30
-----------	---------------

Getting there

This outreach service is located approximately 0.2 miles away from the previous service location along varied terrain. Roadside parking is available nearby.

Details of the change to existing Mobile services:

West Felton Mobile Service, Village Hall, Holyhead Road, Oswestry, SY11 4EH

Current opening times

Monday	09:30 – 12:30
Wednesday	09:30 – 12:30
Friday	09:00 – 12:30

New opening times

Monday	09:30 – 12:30
Wednesday	09:30 – 12:30
Friday	14:00 – 16:30

Details of the change to existing Mobile services:

**Ryton X1 Town Mobile Service, Ryton Village Hall, Church Street, Ryton X1 Town,
Shrewsbury, SY41LJ**

Current opening times

Friday	13:30 – 15:30
--------	---------------

New opening times

Tuesday	13:30 – 15:30
---------	---------------

Details of the change to existing Mobile services:

Knockin Mobile Service, Knockin Assembly Rooms, Knockin, Oswestry, SY10 8HJ

Current opening times

Tuesday	13:30 – 15:30
---------	---------------

New opening times

Monday	10:30 -12:30
--------	--------------

**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 **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

comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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.