



Dear Customer,

Unplanned Service Closure

Changes to Warborough Mobile Services affecting Tetsworth, Tiddington, Charvil, Goring, Nettlebed, Woodcote, Wargrave and Dorchester-On-Thames Mobile Services

We are writing to inform you that, regrettably, the postmaster from Warborough branch has decided to resign from operating Tetsworth, Tiddington and Charvil mobile services, due to low customer usage. These services will, therefore, be closing on Wednesday 28 August 2024.

There will need to be some changes to the current services offered by Warborough Mobile van to accommodate the closure. There will be changes to the opening times for services at Goring, Nettlebed, Woodcote, Wargrave and Dorchester-On-Thames mobile services from the week commencing Monday 02 September 2024.

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. We hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are 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

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully,

Zoe Hall

Zoe Hall
Network Provision Lead

Alternative branches for Tetsworth Mobile Service

There are times our branches 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

Great Milton Post Office

Lower End
Great Milton
Oxford
OX44 7NF

Services

Offers similar services, with the addition of Euro/Dollar Travel Money.

Access

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

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Getting there

This Post Office service is located approximately 4.1 miles away from Tetsworth mobile service, along varied terrain. Parking, with a disabled bay, is available at the rear of the branch. There are local buses serving the surrounding area.

Thame Post Office

Morrisons Daily
3 High Street
Thame
OX9 2BU

Services

Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

Access

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

Opening times

Monday – Friday	06:00 – 22:00
Saturday & Sunday	07:00 – 22:00

Getting there

This Post Office service is located approximately 4.6 miles away from Tetsworth mobile service, along varied terrain. Time restricted parking is available outside the branch. There are local buses serving the surrounding area.

Alternative branches for Tiddington Mobile Service

There are times our branches 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

Ickford Post Office

Ickford Village Stores
51A Sheldon Road
Aylesbury
HP18 9HY

Services

Offers similar services, however excluding On Demand Travel Insurance.

Access

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

Opening times

Monday – Friday	09:00 – 18:00
Saturday	09:00 – 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 1.6 miles away from Tiddington mobile service, along varied terrain. Parking is available outside the branch.

Wheatley Post Office

93 High Street
Wheatley
Oxford
OX33 1XP

Services

Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

Access

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

Opening times

Monday – Friday	08:30 – 18:00
Saturday	09:00 – 13:00
Sunday	Closed

Getting there

This Post Office service is located approximately 3.7 miles away from Tiddington mobile service, along varied terrain. Time restricted parking is available nearby. There are local buses serving the surrounding area.

Alternative branches Charvil Mobile Service

There are times our branches 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

Twyford Post Office

Nisa Local
17 London Road
Twyford
Reading
RG10 9EH

Services

Offers similar services, with the addition of Euro/Dollar Travel Money and Vehicle Tax.

Access

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

Opening times

Monday – Friday	09:30 – 17:00
Saturday	09:30 – 12:30
Sunday	Closed

Getting there

This Post Office service is located approximately 1.1 miles away from Charvil mobile service, along varied terrain. Time restricted parking is available nearby. There are local buses serving the surrounding area.

Brecon Road Post Office

4 The Parade
Brecon Road
Woodley
Reading
RG5 4PS

Services

Offers similar services, with the addition of Euro/Dollar Travel Money.

Access

This branch has a wide door and a step at the entrance.

Opening times

Monday – Friday	09:00 – 17:00
Saturday	09:00 – 13:00
Sunday	Closed

Getting there

This Post Office service is located approximately 1.8 miles away from Charvil mobile service, along varied terrain. Parking is available opposite the branch.

Details of the changes to Warborough Mobile services:

Nettlebed Mobile Service, Village Hall, High Street, Nettlebed, Henley-On-Thames, RG9 5DD

Current opening times

Monday	10:30 – 12:30
Thursday	10:30 – 12:30

New opening times

Monday	11:30 – 13:30
Thursday	11:30 – 13:30

Woodcote Mobile Service, Layby on Whitehouse Road, Woodcote, Reading, RG8 0RX

Current opening times

Monday	13:00 – 15:00
Thursday	13:00 – 15:00
Friday	13:30 – 14:30

New opening times

Monday	14:00 – 16:00
Thursday	14:00 – 16:00
Friday	13:30 – 14:30

Wargrave Mobile Service, On Victoria Road, Wargrave, Reading, RG10 8AG

Current opening times

Wednesday	09:15 – 10:15
Friday	09:00 – 10:00

New opening times

Wednesday	10:00 – 12:00
Friday	09:00 – 10:00

Dorchester-On-Thames Mobile Service, Layby outside 43 High Street, Dorchester on Thames, Wallingford, OX10 7HN

Current opening times

Wednesday	14:15 – 15:15
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New opening times

Wednesday	12:00 – 13:00
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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 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, Consumer 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

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.