



Dear Customer

**Changes to Whitney on Wye Mobile Service  
Affecting Gladestry, Wigmore and Pembridge**

We are writing to update you regarding changes we have made to the Whitney On Wye Mobile Service.

Llangunllo Mobile service at The Community Hall Car Park, Llangunllo, Knighton, Powys, LD7 1SW ceased service on Thursday 31 March 2022 due to operational issues.

Local customers may use any convenient Post Office service. Details of two possible alternative Post Office services are provided below:

- Bleddfa Mobile Service, Lay by Opp Hundred House Inn, Bleddfa, Knighton, LD7 1PA
- Knighton Post Office, Harry Tuffins Supermarket, Bridge Street, Knighton, LD7 1BT

Due to operational changes we have made some minor changes to the current opening hours of the mobile Post Office services at Gladestry, Wigmore and Pembridge. These changes took effect on Thursday 31 March 2022.

Please note the adjacent dates relate solely to the notification period for this communication. Full details of the new changes to Whitney on Wye Mobile Service are provided on the information letter below and posters will now be displayed locally so customers are aware of the change. If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

If you are a local representative, 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 service in the local community. If you would like a supply of these posters please let us know.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

*Katimay John*

**Katimay John  
Network Provision Lead**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://postofficeviews.co.uk)

FREEPOST Your Comments

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### Details of Mobile service new changes:

#### Details of the change to existing Mobile services:

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

##### Previous opening times

Wednesday	15:00 – 15:45
Thursday	09:00 – 10:00

##### New opening times

Wednesday	15:00 – 15:45
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#### Details of the change to existing Mobile services:

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

##### Previous opening times

Monday	11:00 – 12:30
Thursday	13:30 – 15:00

##### New opening times

Monday	11:00 – 12:30
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#### Details of the change to existing Mobile services:

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

##### Previous opening times

Monday	13:00 – 14:30
Thursday	15:30 – 16:30

##### New opening times

Monday	13:00 – 14:30
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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](http://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 representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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**

<sup>2</sup> 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.

<sup>3</sup> 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 <sup>2</sup> and <sup>3</sup> 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.