



Dear Customer

Cam Mobile Service

We are really pleased to let you know that we will be restoring Post Office services to the community of Yate, with the introduction of a temporary Mobile Service while we continue to seek a permanent solution. This Mobile service is scheduled to start on Friday 13 September 2019.

Since the closure of North Road Post Office we have continued to work to identify a solution to restore services to the local community. We have therefore identified a Mobile service, which is a tried and tested way of maintaining service to smaller communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises that has formed part of our operational network for some years now.

We are therefore pleased to inform you that the Postmaster from Cam Post Office is willing to offer services at North Road - Yate. The establishment of a Mobile service presents the best temporary solution to restore Post Office services to the local community.

To accommodate the above Mobile service, there will be some minor changes to the current opening hours at Chalford, Purton, Amberley, Brimscombe, Whitminster and North Nibley. In addition to these changes, the current Mobile service at Avening will operate from a new location and there will be some minor changes to the current opening hours.

These changes will commence from week commencing Monday 09 September 2019. Full details of the above Mobile services are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use these services. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about these new services, please write to me via the Communication and Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

Thank you for your support in restoring a Post Office service.

Yours faithfully

Neil Jenkins

Neil Jenkins
Change Manager

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [postoffice.co.uk/privacy](https://www.postoffice.co.uk/privacy)

Details of the new temporary Mobile service at North Road

North Road Mobile Service

Car Park at Codrington Arms
North Road
Yate
BS37 7LQ

New opening times

Friday	13:45 – 14:45
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking available close to the Mobile Van.

Details of changes to Avening Mobile service

Avening Mobile Service

Outside Avening Social Club
Woodstock Lane
Avening
GL8 8NG

New opening times

Tuesday	10:30 – 12:30
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking available close to the Mobile Van.

Details of the changes to existing Mobile services:

Chalford Mobile Service Behind 1 Belvedere Mews Chalford Stroud GL6 8PF	Current Opening times		New Opening times	
	Monday	13:45 – 14:45	Monday	12:30 – 13:30
	Thursday	13:45 – 14:45	Thursday	12:30 – 13:30
Purton Mobile Service Purton Village Hall Car Park Station Road Purton SN5 4AJ	Current Opening times		New Opening times	
	Tuesday	10:00 – 12:00	Tuesday	13:45 – 15:45
Amberley Mobile Service Off Road adjacent to Black Horse Public House Littleworth Amberley GL5 5AL	Current Opening times		New Opening times	
	Tuesday	13:30 – 14:30	Monday	15:30 – 16:30
Brimscombe Mobile Service Car Park to rear of Ship Inn Brimscombe Hill Brimscombe SL5 2QN	Current Opening times		New Opening times	
	Monday	15:00 – 16:30	Monday	13:45 – 15:15
	Thursday	15:00 – 16:30	Thursday	13:45 – 15:15
Whitminster Mobile Service Car Park of Whitminster Village Hall School Lane Whitminster GL2 7NT	Current Opening times		New Opening times	
	Tuesday	15:00 – 16:00	Thursday	15:45 – 16:45
North Nibley Mobile Service On road adjacent to Black Horse Inn Barrs Lane North Nibley GL11 6DT	Current Opening times		New Opening times	
	Friday	13:15 – 14:15	Friday	15:15 – 16:15

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 Communities 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 Hosted Post Office within a communities

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 communities 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 communities 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 communities 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 Communities 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 Communities 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
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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 Communities Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Communities 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.