



Dear Customer

**Allithwaite Post Office®**  
**Previously located at: Church Road, Allithwaite,**  
**Grange-over-Sands, LA11 7QH**

**Local public consultation**

We are delighted to let you know that we will be restoring Post Office services to the community of Allithwaite with the introduction of a permanent Hosted Outreach service.

**Your new Post Office service**

The current branch closed on Wednesday 25 March 2020 due to the resignation of the postmaster and withdrawal of the premises for Post Office use. We have therefore had to identify an alternative location to continue to offer Post Office services to the local community.

We are delighted to let you know that the postmaster from Grange-over-Sands Post Office will provide Post Office services from Allithwaite Bowling Club, Quarry Lane, Allithwaite, Grange-over-Sands, LA11 7QJ.

The Hosted Outreach service will operate on Tuesdays and Thursdays between 13:30 and 15:30.

We're currently making the final arrangements for restoring your new Post Office and further information will be provided at the new premises and posters will be displayed locally, once the new service commencement date has been agreed.

We will continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

**Consulting on the new location**

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. However we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Do you have any comments on the opening hours?

An information sheet is enclosed that provides more details about your new service. For further information or to share your views, please visit our Consultation Hub via the link below, then use the search function to find the consultation for this service either by service name, postcode or the unique code 222418

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

If you're 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 in Allithwaite. If you would like a supply of these posters please let us know.

## Dates for local public consultation:

Local Public Consultation starts	9 April 2020
Local Public Consultation ends	21 May 2020
Date of change	To be confirmed

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This consultation process is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. A copy is available at the end of this letter.

Thank you for your support in restoring the Post Office service and any information we receive will be considered. At the end of the consultation we'll let you know our final plans by displaying a poster in the branch or if you are a local representative I'll be in touch again.

Yours faithfully

*Lesley McNally*

**Lesley McNally**  
**Regional Change Manager**

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03457 22 33 44

Textphone: 03457 22 33 55

FREEPOST Your Comments

**Please note this is the full address to use  
and no further address details are required.**

Want to tell us what  
you think right here  
and now? Scan here.

If you don't have a QR  
code scanner on your  
phone, you can find  
one in your app store.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**To get this information in a different format, for example, in larger print,  
audio or braille call 03457 22 33 44 or Textphone 03457 22 33 55.**

<b>Allithwaite Post Office service information sheet</b>					
	<b>New Hosted Outreach Post Office location</b>				
<b>Address</b>	Allithwaite Bowling Club Quarry Lane Allithwaite Grange-over-Sands LA11 7QJ				
<b>Post Office Opening hours</b>	<table border="1"> <tr> <td>Tuesday</td><td>13:30 – 15:30</td></tr> <tr> <td>Thursday</td><td>13:30 – 15:30</td></tr> </table>	Tuesday	13:30 – 15:30	Thursday	13:30 – 15:30
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Thursday	13:30 – 15:30				
<b>Distance</b>	Located approximately 200 metres away from the previous branch, along varied terrain.				
<b>Products &amp; Services</b>	A wide range of Post Office products and services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.				
<b>Serving positions</b>	There will be a Post Office serving point located within the Allithwaite Bowling Club.				
<b>Accessibility</b>	<p><b>Access and facilities</b> The Allithwaite Bowling Club has wide double doors and level access at the entrance. Internally, there would be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There is a car park directly outside the Allithwaite Bowling Club.</p>				
<b>Retail</b>	Hosted Outreach service from within the Allithwaite Bowling Club.				
<b>Local Public Consultation starts</b>	9 April 2020				
<b>Local Public Consultation ends</b>	21 May 2020				
<b>Date of change</b>	To be confirmed				

## **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 closure<sup>1</sup>/ 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 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.

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

- Permanent closure of a Post Office branch<sup>4</sup>
- 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-week<sup>5</sup> 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**  
**comments@postoffice.co.uk**  
**FREEPOST Your Comments**  
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<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> 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.

<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 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.

<sup>4</sup> 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.

<sup>5</sup> 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.