



Dear Customer

Allonby Post Office®
The Corner Newsagents, Main Street, Allonby, Maryport, CA15 6PJ

Local Public Consultation Decision

I am writing to confirm that we are proceeding with our proposal to introduce a Mobile outreach service which commenced operating from outside the Corner Newsagents, on 7 September 2017.

We received 2 individual responses from customers and local representatives during the consultation period. Some feedback welcomed the introduction of a Mobile service in Allonby and the proposed opening times. Other feedback said that the proposed visiting times may not be sufficient to meet the needs of the local community. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account in finalising our plans for the new service.

Our priority is to safeguard Post Office services to local community and it is therefore important that the new service is sustainable for our operator who provides the service on our behalf. We do understand that for some customers the new mobile service times may be less convenient, however, we do consider that the hours for the mobile service will meet the needs of our customers in Allonby and allow us to maintain a sustainable service in the longer term. We will, however, continue to review and monitor the service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

As previously advised, the branch closed on Friday 1 September 2017, with the new Mobile service commencing on Thursday 7 September 2017. Further details of the new service are provided at the end of this letter.


You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 304410

Thank you for considering our proposal.

Yours faithfully

Kenny Lamont
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

We've published our final plan on-line, to see it, scan here.

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



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Allonby Mobile service Outside Corner Newsagents Main Street Maryport CA15 6PJ Opening times <table><tr><td>Thursday</td><td>10:00 – 11:00</td></tr></table>	Thursday	10:00 – 11:00	Services The same range of services will continue to be available 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.	Transport/parking Roadside parking nearby.
Thursday	10:00 – 11:00			