



Dear Customer

**Changes to Appleby Hosted Outreach Service affecting Quernmore, Glasson Dock & Galgate**

We are pleased to restore a Post Office Outreach service to Quernmore on Tuesday 15 March 2022 at 08:45. This service will be operated from a new location – Quernmore Recreation Club, Wyresdale Road, Quernmore, Lancaster, LA2 9EF by a new postmaster from Appleby Post Office.

Additionally, we will be restoring Post Office Outreach service on Tuesday 15 March 2022 in Glasson Dock at 10:30 and Galgate at 13:30, both services will be located at their previous locations and will be operated by a new postmaster from Appleby Post Office.

Further details of all above services are provided at the end of this letter.

We will display posters locally to tell customers the good news. 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 are keen to restore Post Office services to the Quernmore 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:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

We will be accepting comments until Thursday 7 April 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about Quernmore Outreach service are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via [postofficeviews.co.uk](https://postofficeviews.co.uk), then use the search function to find the engagement for this service either by Appleby Outreach Service name, postcode, or the unique code **158410**

Once the plans have been finalised, we'll display posters locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We hope that you will support the restored Post Office services in Quernmore, Glasson Dock and Galgate.

Yours faithfully

*Samuel Williams*

**Samuel Williams**  
**Network Provision Lead**

**How to contact us:**

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your envelope for your letter to reach us.**

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 engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

## Details of the restored Outreach services:

---

### Quernmore Post Office

Quernmore Recreation Club  
Wyresdale Road  
Quernmore  
Lancaster  
LA2 9EF

#### Opening times

Tuesday	08:45 – 09:45
---------	---------------

#### Services

A range of Post Office products and services will be available.

#### Access and facilities

The Recreation Club has a wide door and a ramp at the entrance.

### Getting there

This Post Office service will be located approximately 0.3 miles away from the previous service location, along varied terrain. There is a car park at Quernmore Recreation Club.

---

### Glasson Dock Post Office

Village Hall  
Bodie Hill  
Glasson Dock  
Lancaster  
LA2 0DF

#### Opening times

Tuesday	10:30 – 13:00
---------	---------------

#### Services

A range of Post Office products and services will be available.

#### Access and facilities

No change.

---

### Galgate Post Office

Ellel Village Hall  
Main Road  
Galgate  
Lancaster  
LA2 0LQ

#### Opening times

Tuesday	13:30 – 16:00
---------	---------------

#### Services

A range of Post Office products and services will be available.

#### Access and facilities

No change.

---

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

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