



Dear Customer,

Changes to Appleby Hosted Outreach Services

We are delighted to let you know that we are restoring Post Office services to the communities of Oxenholme and Crosthwaite with the introduction of Hosted Outreach services.

These services will be operated by the postmaster from Appleby Post Office and are due to commence at Oxenholme on Monday 09 May 2022 at 11:00 from Oxenholme Lake District Station, Oxenholme Road, Oxenholme, LA9 7HG. The service at Crosthwaite is due to commence on Monday 09 May 2022 at 08:45 from Argles Memorial Hall, Totter Bank, Crosthwaite, LA8 8HX.

Looking after a nationwide network of Post Office services, we have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. We will continue to monitor and review the demand for Post Office services in the local communities of Oxenholme and Crosthwaite, however, any future service needs to be sustainable for the person operating the service, and for Post Office Limited.

To accommodate the new Outreach services, there will be some changes to the current Outreach service opening hours at Maulds Meaburn and Warcop. These changes will take effect from Monday 09 May 2022.

Full details of the new Outreach services and new opening times 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 this service. If you are a local representative, please feel free to 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.

If you have any questions about the new service, please contact the National Consultation Team, as detailed 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. An extract relating to Notification is available at the end of this letter.

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

Yours faithfully,

Samuel Williams

Samuel Williams
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

New Service Details:

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Oxenholme Outreach Service

Oxenholme Lake District Station

Oxenholme Road

Oxenholme

LA9 7HG

Services

The same range of services will continue to be available.

Access

This branch has a wide door and level access at the entrance.

Opening times

Monday	11:00 – 13:00
Thursday	12:30 – 14:30

Getting there

This Post Office service is located approximately 700 meters away from the previous Oxenholme branch, along varied terrain. There is a Pay & Display customer car park located outside the station.

Crosthwaite Outreach Service

Argles Memorial Hall

Totter Bank

Crosthwaite

LA8 8HX

Services

The same range of services will continue to be available.

Access

This branch has a wide door and steps at the entrance.

Opening times

Monday	08:45 – 10:15
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Getting there

This Post Office service is located approximately 450 meters away from the previous Crosthwaite branch, along varied terrain. Parking is available nearby.

Details of the changes to the existing Outreach services:

Maulds Meaburn Outreach Service

Village Institute
Maulds Meaburn
Cumbria
CA10 3HN

Current opening times

Thursday	14:00 – 16:00
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New opening times

Monday	14:00 – 16:00
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Warcop Outreach Service

Warcop Village Hall
Warcop
CA16 6NX

Current opening times

Tuesday	14:00 – 15:00
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New opening times

Thursday	09:00 – 11:00
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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

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 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.

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

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.