



Dear Customer,

Unplanned Service Closure

Appleby Outreach Services

Affecting Endmoor, Dent, Barbon, Crosthwaite, Oxenholme, Quernmore, Glasson Dock, Galgate, Great Asby, Bampton, Bolton Village, Maulds Meaburn Outreach Services

We are writing to inform you that, regrettably, the postmaster from Sedbergh branch will no longer be operating Barbon Outreach service located at Village Hall, Barbon, Carnforth, LA6 2LL due to low customer usage. This service will be closing on Monday 24 March 2025.

Additionally, we are pleased to inform you that the Postmaster from Appleby Post Office has agreed to operate Endmoor and Dent Outreach services, currently offered under Sedbergh Outreach services, as part of the Appleby Outreach service. This presents the best possible solution to maintain Post Office services to these communities.

There will need to be some changes to the current services offered by Appleby Outreach service, to accommodate these changes affecting the opening times and some visiting days at; Crosthwaite, Oxenholme, Quernmore, Glasson Dock, Galgate, Great Asby, Bampton, Bolton Village, Maulds Meaburn Outreach services. These changes will also take effect week commencing Monday 31 March 2025. Further details of the changes to these services are provided at the end of this letter.

We will display posters to tell customers about these changes. 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.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. 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 apologise for the inconvenience the closure may cause and hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are also provided at the end of this letter and the latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We continue to monitor service usage in the area and will ensure that any service provision is sustainable for both the person operating the service, and for Post Office Limited.

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

Yours faithfully,

Samuel Williams

Samuel Williams
Area Change Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of alternative branches for Barbon Outreach Service:

Kirkby Lonsdale Post Office		Services
15 New Road Kirkby Lonsdale Carnforth LA6 2AA		Offers similar services, with the addition of a comprehensive range of Travel Money, Travel Insurance and Passport Check & Send.
Opening times		Access
Mon - Fri	08:30 – 17:30	This branch has steps and grabrails at the entrance to the premises.
Sat	08:30 – 12:30	
Sun	Closed	
Getting there		
This branch is approximately 3.4 miles from Barbon Outreach service, along varied terrain. Time restricted parking is available nearby.		

Whittington Outreach Service		Services
The Village Hall Main Road Whittington LA6 2NY		Offers similar services, with the addition of Passport Check & Send, however excluding Euro Travel Money and Vehicle Tax.
Opening times		Access
Thu	13:00 – 15:00	This branch has a step at the entrance to the premises.
Getting there		
This branch is approximately 5 miles from Barbon Outreach service, along varied terrain. Parking is available near the Village Hall.		

Details of the new Outreach service added to Appleby Outreach:		
Endmoor Outreach Service		Endmoor Village hall, Gatebeck Road, Endmoor, Kendal, LA8 0HL
Opening times		
Monday		08:30 – 10:30

Details of the new Outreach service added to Appleby Outreach:

Dent Outreach Service	Dent Stores, Main Street, Dent, Sedbergh, LA10 5QL		
Opening times <table><tr><td>Wednesday</td><td>09:00 – 11:00</td></tr></table>		Wednesday	09:00 – 11:00
Wednesday	09:00 – 11:00		

Details of the existing Outreach service opening hours:

Crosthwaite Outreach Service	Argles Memorial Hall, Crosthwaite, Kendal, LA8 8HT		
Opening times <table><tr><td>Monday</td><td>11:15 – 12:45</td></tr></table>		Monday	11:15 – 12:45
Monday	11:15 – 12:45		

Details of the change to existing Outreach service opening hours:

Oxenholme Outreach Service	Oxenholme Lake District Railway Station, Oxenholme, Kendal, LA9 7HG						
Current opening times <table><tr><td>Monday</td><td>11:00 – 13:00</td></tr><tr><td>Thursday</td><td>12:30 – 14:30</td></tr></table>	Monday	11:00 – 13:00	Thursday	12:30 – 14:30	New opening times <table><tr><td>Monday</td><td>13:00 – 15:00</td></tr></table>	Monday	13:00 – 15:00
Monday	11:00 – 13:00						
Thursday	12:30 – 14:30						
Monday	13:00 – 15:00						

Details of the change to existing Outreach service opening hours:

Quernmore Outreach Service	Quernmore Recreation Club, Wyresdale Road, Quernmore, Lancaster, LA2 9EF				
Current opening times <table><tr><td>Tuesday</td><td>08:45 – 09:45</td></tr></table>	Tuesday	08:45 – 09:45	New opening times <table><tr><td>Monday</td><td>08:30 – 09:30</td></tr></table>	Monday	08:30 – 09:30
Tuesday	08:45 – 09:45				
Monday	08:30 – 09:30				

Details of the change to existing Outreach service opening hours:

Glasson Dock Outreach Service	Village Hall, Bodie Hill, Glasson Dock, Lancaster, LA2 0DF				
Current opening times <table><tr><td>Tuesday</td><td>10:30 – 13:00</td></tr></table>	Tuesday	10:30 – 13:00	New opening times <table><tr><td>Tuesday</td><td>10:30 – 11:30</td></tr></table>	Tuesday	10:30 – 11:30
Tuesday	10:30 – 13:00				
Tuesday	10:30 – 11:30				

Details of the change to existing Outreach service opening hours:			
Galgate Outreach Service		Ellel Village Hall, Main Road, Galgate, Lancaster, LA2 0LQ	
Current opening times		New opening times	
Tuesday	13:30 – 16:00	Tuesday	12:00 – 13:30

Details of the change to existing Outreach service opening hours:			
Great Asby Outreach Service		Great Asby Village Hall, Banks View, Great Asby, CA16 6EZ	
Current opening times		New opening times	
Thursday	15:30 – 17:00	Tuesday	14:45 – 16:15

Details of the change to existing Outreach service opening hours:			
Bampton Outreach Service		Bampton Memorial Hall, 2 Croft End, Bampton, Penrith, CA10 2RS	
Current opening times		New opening times	
Wednesday	09:00 – 10:30	Wednesday	12:00 – 13:30

Details of the change to existing Outreach service opening hours:			
Bolton Village Outreach Service		Bolton Village Hall, Village Crossroads, Bolton, CA16 6AU	
Current opening times		New opening times	
Wednesday	11:30 – 13:00	Thursday	11:45 – 13:15

Details of the change to existing Outreach service opening hours:			
Maulds Meaburn Outreach Service		Maulds Meaburn Village Institute Maulds Meaburn, CA10 3HN	
Current opening times		New opening times	
Monday	14:00 – 16:00	Thursday	14:00 – 16:00

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
- Unplanned closure¹/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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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Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.