



Dear Customer,

Restoring Services to Kirkby Stephen
Changes to Appleby Outreach Services
Affecting Kirkby Stephen and Brough Outreach Services

We are really pleased to advise that we are restoring Post Office services to the community of Kirkby Stephen on Wednesday 7 August 2024 at 13:00, where it will operate as one of our local style branches.

The new service will be operated by the same Postmaster, from a new location: 33 Market Square, Kirkby Stephen, CA17 4QN, offering a range of Post Office products & services.

As you may be aware, a temporary service was put in place operating from Community Hall, Unit 16, St Lukes Road, Kirkby Stephen, CA17 4HT, this service will be closing on Monday 05 August 2024.

To accommodate the changes to Appleby Outreach services, there will be changes to the current opening hours at Brough Outreach service. This change will take effect from Tuesday 6 August 2024.

Further details of the changes to these services are provided at the end of this letter.

We will display posters 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 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:

- 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 06 August 2024. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new 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, then use the search function to find the engagement for this service either by 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 do hope that you will support this new service.

Yours faithfully,

Scott Hamilton

Scott Hamilton
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 new Post Office Service:

Kirkby Stephen Post Office		Services
33 Market Square Kirkby Stephen CA17 4QN		A range of services will be available.
Opening times		Access
Mon & Fri	08:45 – 17:00	This branch has a wide door and level access at the entrance.
Sat	08:45 – 13:00	
Sun	Closed	
Getting there		
This Post Office service is located approximately 600 meters away from the previous location, along varied terrain. Time restricted parking, with disabled bays, is available outside the premises.		

Details of the change to existing Outreach service opening hours:			
Brough Outreach Service		The Reading Rooms, Main Street, Brough, Kirkby Stephen, CA17 4BL	
Current opening times		New opening times	
Monday	09:00 – 12:00	Monday	No Service
Tuesday	09:00 – 12:00	Tuesday	09:00 – 12:00
Wednesday	09:00 – 12:00	Wednesday	09:00 – 12:00
Thursday	09:00 – 12:00	Thursday	09:00 – 12:00
Friday	09:00 – 12:00	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified² and where there is no degradation of access to Post Office services (into and inside the premises).

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 representatives³, the Consumer Advocacy Bodies and selected charities⁴, 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, 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

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Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

² Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

³ 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.

⁴ 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 3 and 4 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.