

Dear Customer

## Engaging with our customers - Share your views

### We are moving Appleby Hosted Outreaches to the new Kirkby Stephen Mobile Service

Affecting hosted Outreach service at: Brough, Warcop, Maulds Meaburn, Quernmore, Galgate, Crosthwaite, Great Asby, Bolton Village, Dent, Glasson Dock, Bampton, Oxenholme and Endmoor.

The postmaster who operates both Appleby and Kirkby Stephen branches has reviewed their capacity to run the hosted outreach services they also provide at the above locations, and we are writing to let you know that we are making some changes to these services.

The postmaster has decided to relocate the hosted outreach services they run into a new mobile service which will be known as Kirkby Stephen Mobile service. This change will start from week commencing Monday 1 September 2025 and presents the best possible solution to continue Post Office services within the local communities currently serviced by Appleby Hosted Outreach.

The new replacement mobile service for hosted outreaches at **Brough, Warcop, Maulds Meaburn, Quernmore, Galgate, Crosthwaite, Great Asby, Bolton Village** and **Dent** will be provided outside of these respective current locations from the mobile van, with some changes to the current opening hours.

Further service changes from week commencing Monday 1 September 2025 are:

- **Glasson Dock** hosted outreach service, which is currently run at Bodie Hill, Glasson Dock, Lancaster, LA2 0DF, will move to the mobile van and operate outside the nearby Lantern O'er Lune Café, Tithebarn Hill.
- **Bampton** hosted outreach service, which is currently run from Bampton Memorial Hall, 2 Croft End, Bampton, Penrith, CA10 2RS, will move to the mobile van and operate nearby from the car park of Bampton Valley Stores.
- **Oxenholme** hosted outreach service, which is currently run from Oxenholme Lake District Railway Station, Oxenholme Road, Oxenholme, Kendal, LA9 7HG, will move to the mobile van and will operate nearby from parking bays at 92-100 Helmside Road.
- **Endmoor** hosted outreach service, which is currently run from Endmoor Village Hall, Gatebeck Road, Endmoor, Kendal, LA8 0HL, will move to the mobile van and operate nearby from Woodside Road.

Further details are provided in the Service Information Table at the end of this letter. Posters will now be displayed locally so customers are aware of the change. If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

### **We would like to hear from you**

We are keen to proceed with the changes as soon as possible, so we have decided to go ahead with our plans. Changing the service as a Mobile outreach is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the proposed days and opening hours?

We will be accepting comments until **Tuesday 26 August 2025**. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on the reopening of this Post Office service through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the engagement for this service either by branch name, postcode or the unique branch code **158410**.

#### How to share your views:

**Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**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.



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.

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the starting date, posters will be displayed locally to let customers know.

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 these new services.

Yours faithfully

*Samuel Williams*

**Samuel Williams**  
**Area Change Manager**

## Service Information Table

### Details of the new Mobile Services:

<b>Brough Mobile Service</b>		<b>Services</b>
Outside The Reading Rooms Main Street, Brough Kirkby Stephen A17 4BL		Offers the same services.
<b>Opening times</b>		<b>Access</b>
Tuesday	09:00 – 13:00	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Wednesday	09:00 – 13:00	
Thursday	09:00 – 13:00	
<b>Parking</b>		
Parking will be available near to where the Mobile van will be parked.		

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<b>Warcop Mobile Service</b>		<b>Services</b>
Outside Warcop Village Hall Warcop Appleby-in-Westmorland, CA16 6NX		Offers the same services.
<b>Opening times</b>		<b>Access</b>
Thursday	13:30 – 14:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
<b>Parking</b>		
Parking will be available near to where the Mobile van will be parked.		

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<b>Maulds Meaburn Mobile Service</b>		<b>Services</b>
Outside Maulds Meaburn Village Institute, Maulds Meaburn, Penrith CA10 3HN		Offers the same services.
<b>Opening times</b>		<b>Access</b>
Monday	15:15 – 16:15	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
<b>Parking</b>		
Parking will be available near to where the Mobile van will be parked.		

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Quernmore Mobile Service		Services
Outside Wyresdale Road Quernmore Lancaster LA2 9EF		Offers the same services.
Opening times		Access
Friday	08:30 – 09:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Parking		
Parking will be available near to where the Mobile van will be parked.		

Glasson Dock Mobile Service		Services
Lantern O'er Lune Café Tithebarn Hill, Glasson Dock Lancaster LA2 0BY		Offers the same services.
Opening times		Access
Friday	10:00 – 11:00	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Getting there		
Approximately 260 metres from Glasson Dock Hosted Outreach Service, along varied terrain. Parking will be available near to where the Mobile van will be parked.		

Galgate Mobile Service		Services
Outside Main Road Galgate Lancaster LA2 0LQ		Offers the same services.
Opening times		Access
Friday	11:30 – 12:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Parking		
Parking will be available near to where the Mobile van will be parked.		

<b>Crosthwaite Mobile Service</b>	<b>Services</b>
Outside Argles Memorial Hall Crosthwaite Kendal LA8 8HT	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Monday 11:30 – 12:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
<b>Parking</b>	
Parking will be available near to where the Mobile van will be parked.	

<b>Great Asby Mobile Service</b>	<b>Services</b>
Outside Great Asby Village Hall Banks View Great Asby CA16 6EZ	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Thursday 15:00 – 16:00	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
<b>Parking</b>	
Parking will be available near to where the Mobile van will be parked.	

<b>Bampton Mobile Service</b>	<b>Services</b>
Bampton Valley Stores Car Park Bampton, Penrith CA10 2RQ	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Tuesday 13:45 – 14:45	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
<b>Getting there</b>	
Approximately 190 metres from Bampton Hosted Outreach Service, along varied terrain. Parking will be available near to where the Mobile van will be parked.	

<b>Bolton Village Mobile Service</b>	<b>Services</b>
Outside Village Crossroads Bolton, Cumbria CA16 6AU	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Tuesday 15:15 – 16:15	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
<b>Getting there</b>	
Parking will be available near to where the Mobile van will be parked.	

<b>Oxenholme Mobile Service</b>	<b>Services</b>
92- 100 Helmside Road Oxenholme, Kendal LA9 7HN	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Monday 13:00 – 14:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
<b>Getting there</b>	
Approximately 350 metres from Oxenholm Hosted Outreach Service, along varied terrain. Parking will be available near to where the Mobile van will be parked.	

<b>Endmoor Mobile Service</b>	<b>Services</b>
Woodside Road Endmoor, Kendal LA8 0HQ	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Monday 09:00 – 11:00	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
<b>Getting there</b>	
Approximately 220 metres from Endmoor Hosted Outreach Service, along varied terrain. Parking will be available near to where the Mobile van will be parked.	

<b>Dent Mobile Service</b>	<b>Services</b>
Outside Dent Stores Main Street, Dent Sedbergh, Cumbria LA10 5QL	Offers the same services.
<b>Opening times</b>	<b>Access</b>
Friday 13:30 – 15:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
<b>Getting there</b>	
Parking will be available near to where the Mobile van will be parked.	

## **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](https://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 Identified<sup>2</sup> 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 representatives<sup>3</sup>, the Consumer Advocacy Bodies and selected charities<sup>4</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, 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**

**Call: 03452 66 01 15**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk) Textphone: 03457 22 33 55 FREEPOST Your Comments**

<sup>2</sup> 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.

<sup>3</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>4</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 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.