



Dear Customer,

Engaging with our customers - Share your views

Restoring Billingborough Mobile Service

Affecting Folkingham, Rippingale, Osbourneby & Ropsley, Pointon Hosted Outreach Services, South Witham Stop 1 Mobile Service & Colsterworth, Buckminster, Wymondham, Castle Bytham, Corby Glen, South Witham Stop 2, Carlby and Empingham Mobile Services

We are delighted to let you know that we have restored Post Office services to Folkingham, Rippingale, Osbourneby & Ropsley, with the introduction of a Mobile service. These services commenced on Monday 13 July 2026. Please accept my apologies for the late notification on this occasion.

Additionally, we are also pleased to inform you that the Postmaster from Billingborough Post Office, has agreed to operate Colsterworth, Buckminster, Wymondham, Castle Bytham, Corby Glen, South Witham Stop 2, Carlby and Empingham Mobile services, which recently closed as part of Morton Mobile services. This presents the best possible solution to maintain Post Office services in these communities. These services commenced on Monday 13 July 2026.

We are also writing to inform you that, regrettably, the postmaster from Billingborough Post Office will no longer be able to operate Pointon Outreach service at 1 Millthorpe Road, Pointon, Sleaford, NG34 0NF, and South Witham Stop 1 Mobile Service at Layby on High Street, Opposite No 20b, South Witham, Grantham, NG33 5QB due to low customer usage. These services closed on Friday 03 July 2026. Please accept my apologies for the late notification on this occasion.

When a Post Office branch closes, Post Office undertake a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office services. Consequently, we are not looking to replace Pointon Outreach service and South Witham Stop 1 Mobile Service at this time.

We would like to hear from you

As we are keen to restore services to the community of Folkingham, Rippingale, Osbourneby & Ropsley as soon as possible, we have decided to go ahead with our plans. Restoring 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 day/s and opening hours?

We will be accepting comments until 19 August 2026. 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. 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: **188210**

How to share your views:**Consultation Hub (postofficeviews.co.uk)**

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 this new service.

Yours faithfully,

David Woodhead

David Woodhead
Retail Change Lead

Details of the New Mobile Services:

Folkingham Mobile Service		Services available
Market Place Car Park Folkingham Lincolnshire NG34 0SE		A similar range of services will be available.
Opening times		Access
Mon - Wed	No Service	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.
Thu	08:45 – 10:15	
Fri - Sun	No Service	
Rippingale Mobile Service		Services available
The car park of the Bull Inn 3A High St Rippingale Bourne PE10 0SR		A similar range of services will be available.
Opening times		Access
Mon	No Service	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.
Tue	15:00 – 16:00	
Wed - Sun	No Service	
Osbourneby Mobile Service		Services available
32 London Road Osbourneby Sleaford NG34 0DG		A similar range of services will be available.
Opening times		Access
Mon & Tue	No Service	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.
Wed	08:45 – 10:15	
Thu - Sun	No Service	
Ropsley Mobile Service		Services available
Outside The Green Man High St Ropsley Grantham NG33 4BE		A similar range of services will be available.
Opening times		Access
Mon & Tue	No Service	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.
Wed	10:30 – 11:30	
Thu - Sun	No Service	

New Mobile Service Details

Colsterworth Mobile Service		Services available
Bowling Green Car Park Off Colster Way Colsterworth NG33 5JT		A similar range of services will be available.
Opening times		Access
Mon & Fri	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.
Tue	No Service	
Wed	13:45 – 15:45	
Thu	No Service	
Sat	No Service	
Sun	No Service	

Buckminster Mobile Service		Services available
Tollemarche Arms Car Park Main Stret Buckminster Grantham NG33 5SA		A similar range of services will be available.
Opening times		Access
Mon	11:15 – 12:15	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.
Tue - Sun	No Service	

Wyndham Mobile Service		Services available
Laydy Near 55 Main Street Melton Mowbray LE14 2AG		A similar range of services will be available.
Opening times		Access
Mon - Wed	No Service	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.
Thu	10:55 – 12:25	
Fri - Sun	No Service	

Castle Bytham Mobile Service	Services available								
Community Shop 46 Station Road Castle Bytham NG33 4SJ	A similar range of services will be available.								
Opening times	Access								
<table border="1"> <tr><td>Mon</td><td>13:15 – 15:45</td></tr> <tr><td>Tue - Thu</td><td>No Service</td></tr> <tr><td>Fri</td><td>11:30 – 14:00</td></tr> <tr><td>Sat - Sun</td><td>No Service</td></tr> </table>	Mon	13:15 – 15:45	Tue - Thu	No Service	Fri	11:30 – 14:00	Sat - Sun	No Service	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.
Mon	13:15 – 15:45								
Tue - Thu	No Service								
Fri	11:30 – 14:00								
Sat - Sun	No Service								

Corby Glen Mobile Service	Services available										
The Church Street Rooms Church Street Corby Glen Grantham NG33 4NJ	A similar range of services will be available.										
Opening times	Access										
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Mon	No Service										
Tue	09:00 – 11:00										
Wed	No Service										
Thu	13:20 – 15:50										
Fri - Sun	No Service										

South Witham Stop 2 Mobile Service	Services available								
Layby outside the Shop Great Close South Witham Grantham NG33 5QH	A similar range of services will be available.								
Opening times	Access								
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Wed	12:30 – 13:30								
Thu - Sun	No Service								

Carlby Mobile Service		Services available
54 High Street Carlby Stamford PE9 4LX		A similar range of services will be available.
Opening times		Access
Mon - Thu	No Service	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.
Fri	14:45 – 15:45	
Sat & Sun	No Service	

Empingham Mobile Service		Services available
Twisted Trout Pub Car Park Main Street Empingham Oakham LE15 8PS		A similar range of services will be available.
Opening times		Access
Mon	No Service	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.
Tue	15:00 – 16:00	
Wed - Sun	No Service	

Alternative branch for Pointon Outreach Service

Billingborough Post Office		Services available
Post 'n' More 40 High Street Billingborough Sleaford NG34 0QB		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon - Thu	08:30 - 17:30	There are steps at the entrance to the premises.
Fri	08:00 - 17:30	
Sat	08:30 - 14:30	
Sun	Closed	
Getting there		

Approximately 1.6 miles from Pointon Outreach Service, along varied terrain. Roadside parking is available nearby. There is a regular bus service available between Pointon Outreach Service and this Post Office service. The nearest bus stop is approximately 75 metres away.

Alternative branch for South Witham Stop 1 Mobile Service

Cottesmore Post Office		Services available
Premier 36 Main Street Cottesmore Oakham LE15 7DJ		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 - 17:00	There is a ramp at the entrance to the premises.
Sat	09:00 - 12:30	
Sun	Closed	
Getting there		

Approximately 5.6 miles from South Witham Stop 1 Mobile Service, along varied terrain. Roadside parking is available outside of the branch. Public transport is available to and from the surrounding area.

**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

Comments@postoffice.co.uk

FREEPOST Your Comments

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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.