



Dear Customer

Changes to Caistor Outreach Service
Affecting Willoughton and Glenthams Outreach Services

We are writing to inform you that, regrettably, the postmaster from Caistor Post Office is unable to operate Willoughton Outreach service located at The Village Hall, Vicarage Road, Willoughton, Gainsborough, DN21 5SA, due to low customer usage. This service will, therefore, be closing from Saturday 01 March 2025.

Post Office has undertaken a comprehensive review of the branch network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. We must ensure that our funding and resources are allocated to deliver maximum benefit and sustainable services for all customers and the review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. The Outreach services provided by the postmaster at Caistor Post Office was included in this review and as part of our continual review of the network, we will monitor the local area and look to provide additional services, if required.

As you may be aware, the opening hours of Glenthams Outreach service, located at The Village Hall, Bishop Norton Road, Glenthams, Market Rasen, LN8 2EU, have changed. Details of the change can be found 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.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are 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'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.

If you are a local representative we will write to you again if we have any news about plans for future service provision.

Yours faithfully

Mary Benbow

Mary Benbow

Area Change Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of Alternative branches for Willoughton Outreach Service:

Hemswell RAF Station Post Office		Services
Gainsborough Road Hemswell Cliff Gainsborough DN21 5TX		Offers similar services, however excluding Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	This branch has a wide door and level access at the entrance.
Sat	09:00 – 12:30	
Sun	Closed	

Getting there

This service is approximately 3.1 miles from Willoughton Outreach Service, along varied terrain. Parking is available in front of the premises. There is a bus service between Willoughton Outreach Service and this service. The bus stop is approximately 20 metres away.

Kirkton Lindsey Post Office		Services
5 High Street Kirkton in Lindsey Gainsborough DN21 4LU		Offers similar services, with the addition of a comprehensive range of Travel Money.
Opening times		Access
Mon - Fri	09:00 – 17:30	This branch has a wide door and level access at the entrance.
Sat	09:00 – 12:30	
Sun	Closed	

Getting there

This service is approximately 3.7 miles from Willoughton Outreach Service, along varied terrain. Roadside parking is available nearby. There are buses serving the surrounding area.

Details of the change to the existing Outreach service opening hours:			
Glentham Outreach Service		The Village Hall, Bishop Norton Road, Glentham, Market Rasen, LN8 2EU	
Previous opening times		New opening times	
Monday	09:00 – 11:30	Monday	No Change
Tuesday	No Service	Tuesday	No Service
Wednesday	No Service	Wednesday	No Service
Thursday	14:00 – 16:30	Thursday	13:30 – 16:00
Friday	No Service	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 - ostofficeviews.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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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.