



Dear Customer

**Changes to Carnforth Outreach Services**  
**Affecting Hest Bank, Arkholme, Tunstall, Warton and Whittington Hosted Outreaches**

We are writing to inform you that, regrettably, following the withdrawal of the premises for Post Office use, Hest Bank Hosted Outreach Service, which is operated by Carnforth Post Office, will be closing on Thursday 18 September at 13:00. Also, due to low customer usage, consequently it has informed our plans for the Network as we work to ensure that our funding and resources are allocated to deliver maximum benefit for all customers. At this time therefore, we are not looking to replace Hest Bank Hosted Outreach Service.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

As a result of the closure of Hest Bank, there will be some changes to the opening hours at Arkholme, Tunstall, Warton and Whittington Hosted Outreach Services, which are also operated by the postmaster from Carnforth Post Office. These changes will come into effect from the week commencing Monday 22 September 2025. Further details of the changes to existing services are provided at the end of this letter.

We will display posters locally to let our customers know. 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 about these changes, please contact the National Consultation Team, as detailed below.

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

We do hope that you will support this new service.

Yours faithfully

*Samuel Williams*

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

**How to contact us:**

comments@postoffice.co.uk  
postofficeviews.co.uk  
FREEPOST Your Comments

## Alternative branches for Hest Bank Hosted Outreach:

Hest Bank Dental Centre, 3 Marine Drive, Hest Bank,  
Lancaster, LA2 6DZ

<a href="#">Slyne Post Office</a>		Services
13 Manor Road Slyne Lancaster LA2 6JY		Offers similar services, with the addition of Euro Travel Money, however excluding Passport Check & Send.
Opening times		Access
Mon - Fri	09:00 – 17:00	Access at the entrance to the premises is level via a step.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 0.9 miles from Hest Bank Hosted Outreach, along varied terrain. Roadside parking is available nearby. Local buses serve the area.		

<a href="#">Bare Post Office</a>		Services
47 Princes Crescent Bare Morecambe LA4 6DA		Offers the same services, with the addition of a comprehensive range of Travel Money, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:00	There is a ramp at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
Approximately 1.5 miles from Hest Bank Hosted Outreach, along varied terrain. Time restricted roadside parking is available nearby. Local buses serve the area.		

## Details of the change to existing Mobile service opening hours:

Details of the change to existing Outreach Service opening hours:			
Arkholme Hosted Outreach Arkholme Village Hall, Arkholme, Carnforth, Lancashire, LA6 1AS			
Current opening times		New opening times	
Monday	14:00 – 16:00	Tuesday	11:45 – 13:15
Thursday	14:00 – 16:00	Thursday	14:30 – 16:00

Details of the change to existing Outreach Service opening hours:			
Tunstall Hosted Outreach Tunstall Parish Hall, Church Lane, Tunstall, Carnforth, Lancashire, LA6 2RP			
Current opening times		New opening times	
Thursday	09:30 – 12:30	Thursday	09:45 – 12:00

Details of the change to existing Outreach Service opening hours:			
Warton Hosted Outreach Warton Village Hall, Back Lane, Warton, Carnforth, Lancashire, LA5 9QW			
Current opening times		New opening times	
Tuesday	10:30 – 12:00	Tuesday	09:30 – 11:00

Details of the change to existing Outreach Service opening hours:			
Whittington Hosted Outreach The Village Hall, Main Road, Whittington, Carnforth, Lancashire, LA6 2NY			
Current opening times		New opening times	
Thursday	13:00 – 15:00	Thursday	12:45 – 13:45

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](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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup> / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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

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 watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.