



Dear Customer,

Changes to Coningsby Mobile Service

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. We are therefore pleased to let you know that we are planning to introduce a new Mobile service in your area.

The new service will be operated from the Car Park at The Royal Oak Pub, Brookside, Scopwick, Lincoln, LN4 3PA by the postmaster from Coningsby Post Office and will offer a range of Post Office products and services. This service is scheduled to commence from Friday 1 July 2022 at 12:45. Full details of the new Mobile service are provided at the end of this letter.

To accommodate the new Mobile service route, there will be some changes to the current Mobile service opening hours at Anwick, Digby & Kirkby la Thorpe. These changes will also take effect from Friday 1 July 2022.

Looking after a nationwide network of Post Office services, we have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. We will continue to monitor and review the demand for Post Office services in the local communities of Scopwick, however, any future service needs to be sustainable for the person operating the service, and for Post Office Limited.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to 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 the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully,

Allison Wallace

Allison Wallace
Network Provision Lead

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How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

New Service Details:**Scopwick Mobile Service**

Car Park of The Royal Oak Pub
Brookside
Scopwick
Lincoln
LN4 3PA

Services

A range of services will be available.

Access and facilities

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.

Opening times

Friday	12:45 – 13:45
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Parking

Parking available close to the Mobile Van.

Details of the changes to the existing Mobile services:

Anwick Mobile Service

Outside Village Shop
River Lane
NG34 9SP

Current opening times

Tuesday	13:30-14:00
Wednesday	11:30-13:00

New opening times

Tuesday	13:30 - 14:00
Wednesday	11:30 - 13:00
Friday	09:00 - 10:00

Digby Mobile Service

Opposite the Church
Digby
LN4 3LZ

Current opening times

Tuesday	10:15 – 11:15
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New opening times

Tuesday	10:15 – 11:15
Friday	11:00 – 12:00

Kirkby la Thorpe Mobile Service

Car Park of Queens Head Inn
Church Lane
Kirkby la Thorpe
NG34 9NU

Current opening times

Friday	10:45 – 11:45
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New opening times

Friday	10:15 – 10:45
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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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹ / 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ 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.