



Dear Customer

Branch Temporary Closure

**Crathorne Post Office
Crathorne, Yarm, TS15 0BA**

We are writing to update you about the changes to Crathorne Post Office service. We re-opened the branch with a new postmaster in August 2022 following the closure in January 2022.

Due to operational reasons, the above branch will now be closing temporarily on Friday 28 October 2022 at 13:00.

In the interim, to serve the local community with continued access to Post Office services we have set up a temporary Mobile Post Office service, whilst we continue to seek a permanent solution.

We are pleased to inform to you that the postmaster from Marske by the Sea Post Office who currently operates a Mobile service in the area, will be extending the Mobile service to community in Crathorne.

This new temporary Mobile service will operate from outside the above premises and will commence from Tuesday 1 November 2022 at 10:30.

To accommodate the new Mobile service at Crathorne, we have made changes to the opening hours at the current Mobile services at Danby, Castleton, Seamer, Botton and Great Broughton. These changes will also take effect from Tuesday 1 November 2022.

We appreciate that for some customers the opening times may be less convenient than for others and these opening times reflect customer usage which will allow us to maintain a Post Office service to the community for the longer term. We will continue to review and monitor services on an on-going basis, and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

Details of changes to the Post Office services are provided at the end of this letter and posters will now be displayed at Crathorne branch and 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.

If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

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.

Thank you for your support in restoring a Post Office service.

Yours faithfully

Gail Burnett

Gail Burnett
Network Provision Lead

How to contact us:

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

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.

Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours.

The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder

New Temporary Mobile Post Office Service Details at: Crathorne

Crathorne Mobile Post Office Service

Located Outside
Crathorne Post Office
Crathorne
Yarm
TS15 0BA

Services

A range of Post Office services will continue to be available.

Access

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

Tuesday	10:30 – 11:00
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Getting there

This Mobile van Post Office service will be located outside Crathorne Post Office. Roadside parking is available outside the Crathorne branch and nearby.

Details of changes to existing Mobile Services:

Danby Mobile Post Office Service

**Danby Mobile Post Service, Located at the Village Hall Car Park,
Dale End, Danby, Whitby, YO21 2LZ**

Current opening times

Tuesday	14:45 – 15:30
Thursday	10:50 – 11:35

New opening times

Tuesday	15:00 – 15:30
Thursday	10:50 – 11:35

Castleton Mobile Post Office Service

**Castleton Mobile Post Office Service, Located Outside Number 4 Ashfield Road,
Castleton, Whitby, YO21 2EN**

Current opening times

Tuesday	12:45 – 13:30
Thursday	12:00 – 12:45

New opening times

Tuesday	13:15 – 14:00
Thursday	12:00 – 12:45

Seamer Mobile Post Office Service

**Seamer Mobile Post Office Service, Located Outside Number 29 The Green,
Seamer, Middlesbrough, TS9 5LS**

Current opening times

Tuesday	10:30 – 11:15
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New opening times

Tuesday	11:15 – 11:45
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Botton Mobile Post Office Service

**Botton Mobile Post Office Service, Located at the Carpark outside Botton Village Shop,
Camphill Village Trust, Botton, Whitby, YO21 2NJ**

Current opening times

Tuesday	13:45 – 14:30
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New opening times

Tuesday	14:15 – 14:45
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Great Broughton Mobile Post Office Service

**Great Broughton Mobile Post Office Service, Located at the Wainstones Hotel Car Park,
31 High Street, Great Broughton, Middlesbrough, TS9 7EW**

Current opening times

Tuesday	11:30 – 12:15
Thursday	14:30 – 15:15

New opening times

Tuesday	12:00 – 12:45
Thursday	14:30 – 15:15

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.