



Dear Customer

Branch Temporary Closure

**Ealand Post Office
23A New Trent Terrace, Ealand, Scunthorpe, DN17 4JJ**

We are writing to inform you that, regrettably, following the resignation of the postmaster the above branch closed temporarily on Thursday 16 September 2021. Please accept my apologies for the late notification on this occasion.

I would like to assure you that we are working hard to keep any period of closure to a minimum and I am pleased to inform you that we will be restoring Post Office services to Ealand, on Monday 11 October 2021.

We have appointed a temporary Postmaster to operate the Post Office service at the same premises whilst we continue to seek a permanent solution. The branch will open with reduced opening hours from Monday to Friday between 13:00 and 17:30. We will display posters in the local area to inform customers.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

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 would like to apologise for the inconvenience the temporary 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. Due to the effects of Covid 19 branch opening hours may vary.

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

Thank you for your support and we hope that you will continue using the new Post Office.

Yours faithfully

Allison Wallace

**Allison Wallace
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.

Temporary Post Office Service Details: Ealand

Ealand Post Office

23A New Trent Terrace

Ealand

Scunthorpe

DN17 4JJ

Services

A range of services will continue to be available.

Access

Access is level with a wide door at the entrance.

Internally there will be a hearing loop and space for a wheelchair.

Opening times

Monday - Friday	13:00 – 17:30
Saturday	Closed
Sunday	Closed

Getting there

Located at the same Post Office premises on New Trent Terrace in Ealand.

Roadside parking is available outside the branch and nearby.

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

Belton Post Office

55 High Street

Belton

Doncaster

DN9 1NR

Opening times

Monday	09:00 - 16:30
Tuesday	10:00 – 16:30
Wednesday	10:00 – 16:30
Thursday	10:00 – 16:30
Friday	12:30 – 16:30
Saturday	09:00 – 12:30
Sunday	Closed

Services

A wide range of services will continue to be available.

Access

This branch has a wide door and a low ramp at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 3.2 miles away from Ealand branch, along varied terrain.

Parking is available on the forecourt outside the branch.

There are local buses serving in the surrounding area.

Keadby Post Office

49 Station Road

Keadby

Scunthorpe

DN17 3BS

Opening times

Monday – Saturday	06:00 – 20:00
Sunday	06:00 – 18:00

Services

A range of services will continue to be available.

Access

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 4.5 miles away from Ealand branch, along varied terrain.

Roadside parking is available nearby.

There is a regular bus service available between Ealand branch and this Post Office service.

The nearest bus stop is approximately 230 metres away.

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.