

Dear Customer

Changes to Grange-Over-Sands LA11 6AA
Affecting Allithwaite, Cartmel Fell, Greenodd and Cartmel

We are writing to inform you that, regrettably, due to low customer usage the service at Cartmel Fell operated by the Postmaster from Grange Over Sands Post Office has become unsustainable for the postmaster to operate, and it will be closing on week commencing 15 July 2024.

As a result of the closure, there will be some changes to the opening times at Allithwaite, Greenodd, and Cartmel also operated by the postmaster from Grange Over Sands. The change will take effect from week commencing 15 July 2024.

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 Notification is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

Ian Murphy

Ian Murphy
Network Provision Lead

How to contact us:

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

Alternative branches for Cartmel Fell Outreach Service, Cartmel Fell Parish Hall, Cartmel Fell, Grange Over Sands, Cumbria, LA11 6NF

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Crosthwaite Outreach Post Office		Services
Argles Memorial Hall Crosthwaite Kenda Cumbria LA8 8HT		Similar services will be available with the addition of On Demand Travel Insurance, however excluding Passport Check & Send and a Comprehensive range of Travel Money.
Opening times		Access
Monday	08:45 – 10:15	This service has a wide door and steps with handrails at the entrance to the premises.
Getting there		
Approximately 3.2 miles from Cartmel Fell Outreach Service, along varied terrain. Parking is available directly outside Argles Memorial Hall. There is no direct bus service between Cartmel Fell Outreach service and this Post Office service.		

Lindale Outreach Post Office		Services
Lindale Village Hall Back Road Lindale Grange-Over-Sands Cumbria LA11 6LE		Similar services will be available, with the addition of On Demand Travel Insurance however excluding a comprehensive range of Travel Money.
Opening times		Access
Monday	10:30 - 12:30	This service has a wide door and steps at the entrance.
Getting there		
Approximately 5.6 miles from Cartmel Fell Outreach Post Office, along varied terrain. Parking is available outside the Lindale village hall. There is no direct bus service between Cartmel Fell Outreach service and this Post Office service		

Details of the change to existing outreach services opening hours:

**Allithwaite Outreach Service
Quarry Lane, Allithwaite, Grange Over Sands, Cumbria, LA11 7QJ**

Current opening times

Monday	No Service
Tuesday	13:30 - 15:30
Wednesday	No Service
Thursday	13:30 - 15:30
Friday	No Service
Saturday	No Service
Sunday	No Service

New opening times

Monday	No Service
Tuesday	No Service
Wednesday	No Service
Thursday	13:30 - 15:30
Friday	No Service
Saturday	No Service
Sunday	No Service

**Greenodd Outreach Service, Greenodd Village Hall, Main Street, Greenodd, Ulverston,
Cumbria, LA12 7RD**

Current opening times

Monday	12:15 – 16:00
Tuesday	09:00 – 12:30
Wednesday	No Service
Thursday	No Service
Friday	12:15 – 16:00
Saturday	No Service
Sunday	No Service

New opening times

Monday	12:15 – 16:00
Tuesday	09:00 – 12:30
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

**Cartmel Outreach Service, Cartmel Ground Art Gallery, Cavendish Street, Cartmel,
Grange-over-Sands, Cumbria, LA11 6QA**

Current opening times

Monday	No Service
Tuesday	09:30 -13:00
Wednesday	No Service
Thursday	09:30 -13:00
Friday	No Service
Saturday	No Service
Sunday	No Service

New opening times

Monday	No Service
Tuesday	13:15 – 16:00
Wednesday	No Service
Thursday	09:00 – 13:00
Friday	No Service
Saturday	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 - 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

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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.