



Dear Customer,

**Unplanned Service Closure**

**Grange-Over-Sands Outreach Services  
Affecting Allithwaite and Cartmel Outreach Services**

We are writing to inform you that, regrettably, the postmaster from Grange-over-Sands branch will no longer be operating Allithwaite Outreach service located at Quarry Lane, Allithwaite, Grange-over-Sands, LA11 7QJ, due to low customer usage. This service will be closing on Monday 02 February 2026.

There will need to be some change to the current services offered by Grange-over-Sands Outreach service, to accommodate these changes affecting the opening times at Cartmel Outreach service. This change will also take effect week commencing Monday 02 February 2026. Further details of the changes to these services are provided at the end of this letter.

We will display posters to tell customers about these changes. 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 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".

We apologise for the inconvenience the closure may cause and hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are also provided at the end of this letter and the latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

We continue to monitor service usage in the area and will ensure that any service provision is sustainable for both the person operating the service, and for Post Office Limited.

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

Yours faithfully,

*Samuel Williams*

**Samuel Williams  
Area Change Manager**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://postofficeviews.co.uk)

FREEPOST Your Comments

## Details of alternative branches for Allithwaite Outreach Service:

Flookburgh Post Office	Services
7 Market Street Flookburgh Grange-over-Sands LA11 7JU	Offers Euro/Dollar Travel Money and similar services, with the addition of On Demand Travel Insurance however, excluding Passport Check & Send and a comprehensive range of Travel Money.
Opening times	Access
Mon - Fri   09:00 – 17:30 Sat   09:00 – 14:30 Sun   Closed	Access is level at the entrance to the premises.
Getting there	This branch is approximately 1.6 miles from Allithwaite Outreach service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these branches however, there are local buses serving the surrounding area.

Grange-over-Sands Post Office	Services
Main Street Grange-over-Sands LA11 6AA	Offers the same services, with the addition of On Demand Travel Insurance.
Opening times	Access
Mon – Fri   08:45 – 17:00 Sat   08:45 – 12:00 Sun   Closed	Access is level via a ramp & steps, with a handrail, at the entrance to the premises.
Getting there	This branch is approximately 2.1 miles from Allithwaite Outreach service, along varied terrain. Time restricted parking is available outside the branch. There are no direct bus routes between these branches however, there are local buses serving the surrounding area.

Details of the existing Outreach service opening hours:	
Cartmel Outreach Service	Coffee & Stays at Cartmel Square, The Square, Cartmel, Grange-over-Sands, LA11 6PW
Current opening times Tuesday   13:15 – 16:00 Thursday   09:30 – 13:00	New opening times Tuesday   13:15 – 16:00

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](http://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
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

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

**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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.