



Dear Customer

Keadby Post Office
Changes to Outreach Services

We are making some changes to the Outreach Post Office services that are operated by the postmaster from Keadby Post Office.

The Outreach services at West Halton and Alkborough will cease from Monday 8 January 2024, due to very low customer usage.

Post Office is facing a particularly challenging period, as are other high street retailers. The impact of rising costs, inflation and restrictions on our funding from Government mean that while we will always look to reopen branches when they close, we cannot commit to doing so in every instance. As part of our continuous review of the Post Office network, we will evaluate Post Office service provision in the area. We want to ensure customers can access our quality services and products across the Post Office network and it is important that any service is sustainable for both the operator and for Post Office Limited. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a Post Office and 90% are within 1 mile and will continue to review this position and prioritise those areas with the highest need.

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

We are also making some changes to the current opening hours to the Outreach services at Burton Upon Stather and Crowle. These changes will also take effect from Monday 8 January 2024. We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities. If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

Details of changes to the Post Office services are provided at the end of this letter and posters will now be displayed within the Outreach premises, to inform customers about the change.

We do hope that you will support the changes we are making.

Yours faithfully

Wendy Hamilton

Wendy Hamilton
Network Provision Lead

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.

Changes to the Outreach Service opening hours from Monday 8 January 2024

Details of changes to the Outreach Post Office service at: Burton Upon Stather

Burton Upon Stather Outreach Post Office Service
St Andrews Parish Church, Church Gate, Burton Upon Stather,
Scunthorpe, DN15 9BS

Current opening times

Monday	09:30 – 12:30
Tuesday	10:00 – 13:00
Thursday	09:30 – 11:30

New opening times

Tuesday	09:30 – 12:30
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Details of changes to the Outreach Post Office service at: Crowle

Crowle Outreach Post Office Service
3 Market Place, Crowle, Scunthorpe, DN17 4LA

Current opening times

Monday	09:30 – 12:30
Wednesday	09:30 – 12:30

New opening times

Monday	09:30 – 12:30
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Alternative branches to West Halton Outreach Service
Coleby Road, West Halton, Scunthorpe, DN15 9AP

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

Winterton Post Office

High Street
Winterton
Scunthorpe
DN15 9PU

Services

This branch offers similar services with addition to Vehicle Tax, and Euros On Demand Travel Money.

Access

This branch has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Getting there

This Post Office service is located approximately 2.7 miles away from West Halton Outreach service, along varied terrain. Roadside parking is available nearby with dedicated disabled marked bays. There are local buses serving in the surrounding area.

Winteringham Post Office

2 High Burgage
Winteringham
Scunthorpe
DN15 9NE

Services

This branch offers similar services with addition to National Lottery.

Access

This branch has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.

Opening times

Monday – Saturday	08:00 – 18:00
Sunday	08:00 – 16:00

Getting there

This Post Office service is located approximately 2.6 miles away from West Halton Outreach service, along varied terrain. Roadside parking is available outside the branch and nearby. There is a limited bus service available between West Halton Outreach service and this Post Office service, however there are local buses serving in the surrounding area.

Burton Upon Stather Post Office

St Andrews Parish Church
Church Gate
Burton Upon Stather
Scunthorpe
DN15 9BS

Services

This Outreach Post Office service offers the same services.

Current opening time

Monday	09:30 – 12:30
Tuesday	10:00 – 13:00
Thursday	09:30 – 11:30

New opening times

Tuesday	09:30 – 12:30
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From Monday 8 January 2024

Access

Access is level with a wide door at the entrance. Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 3.9 miles away from West Halton Outreach service, along varied terrain. Roadside parking is available nearby. There is a limited bus service available between West Halton Outreach service and this Post Office service, however there are local buses serving in the surrounding area.

Alternative branches to Alkborough Outreach Service
Coronation Club, Back Street, Alkborough, Scunthorpe, DN15 9JN

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

Burton Upon Stather Outreach Post Office

St Andrews Parish Church
Church Gate
Burton Upon Stather
Scunthorpe
DN15 9BS

Services

This Outreach Post Office service offers the same services.

Current opening times

Monday	09:30 – 12:30
Tuesday	10:00 – 13:00
Thursday	09:30 – 11:30

New opening times

Tuesday	09:00 – 15:00
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From Monday 8 January 2024

Access

Access is level with a wide door at the entrance.

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

Getting there

This Post Office service is located approximately 2.8 miles away from Alkborough Outreach service, along varied terrain. Roadside parking is available nearby. There is a limited bus service available between West Alkborough Outreach service and this Post Office service, however there are local buses serving in the surrounding area.

Winterton Post Office

High Street
Winterton
Scunthorpe
DN15 9PU

Services

This branch offers similar services with addition to Vehicle Tax, and Euros On Demand Travel Money.

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

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 Alkborough Outreach service, along varied terrain. Roadside parking is available nearby with dedicated disabled marked bays. There is a limited bus service available between West Alkborough Outreach service and this Post Office service, however there are local buses serving in the surrounding area.

Winteringham Post Office

2 High Burgage
Winteringham
Scunthorpe
DN15 9NE

Services

This branch offers similar services with addition to National Lottery.

Opening times

Monday – Saturday	08:00 – 18:00
Sunday	08:00 – 16:00

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 3.6 miles away from Alkborough Outreach service, along varied terrain. Roadside parking is available outside the branch and nearby. There is a limited bus service available between West Alkborough Outreach service and this Post Office service, however there are local buses serving in the surrounding area.

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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period, we will display a poster in branch and provide information online. We will contact local elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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, Consumer 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, Consumer 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

² Locally elected representatives include 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.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in ² and ³ above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.