



Dear Customer,

Branch Temporary Closure & Service Re-opening

**Kirkby Stephen Post Office
Market Place, Kirkby Stephen, CA17 4QT**

We are writing to inform you that following the temporary closure of the above branch in April last year and subsequent re-opening in June 2020, regrettably the premises has been withdrawn for Post Office use and the branch closed temporarily on 09 March 2021. Please accept my apologies for the late notification on this occasion.

However, we are pleased to inform you that the Postmaster from Appleby Post Office is willing to offer Post Office services to the local community with the introduction of an Outreach Service while we continue to seek a permanent solution.

The Outreach Service is scheduled to commence on Monday 11 October 2021 and will operate on Monday & Fridays between 13:30 – 16:30. The new service will be located at: Unit 16, St Lukes Road, Kirkby Stephen, CA17 4HT and will offer a wide range of Post Office products and services.

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 listed below.

- Soulby SAS Post Office, The Firs, Soulby, Kirkby Stephen, CA17 4PL
- Crosby Garrett Post Office, Crosby Garrett, Kirkby Stephen, CA17 4PW

We will display posters in the local area to inform customers.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use the service. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter. We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

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

Yours faithfully,

Samuel Williams

**Samuel Williams
Network Provision Lead**

How to contact us:

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

Details of Kirby Stephen Outreach Service:

Unit 16

St Lukes Road

Kirkby Stephen

CA17 4HT

Opening times

Mon & Fri	13:30 – 16:30
-----------	---------------

Services

A wide range of services will continue to be available.

Access and facilities

There is a wide door and level access at the entrance.

Parking

Parking is available nearby.

Route

This Post Office service is located approximately 600 metres away from the previous Kirkby Stephen branch.

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.