



Dear Customer

### **Changes to Marske by the Sea Mobile service**

We are delighted to let you know that we will be restoring Post Office services to Castleton on Tuesday 16 February 2021 at 13:30. The previous Outreach service operating in this area ceased in November 2020 due to the Coronavirus pandemic. We are pleased to be able to reinstate this service as a temporary Mobile service, whilst we continue to seek a permanent solution. The service will operate from outside 4 Ashfield Road, Castleton, Whitby, YO21 2EN.

Additionally, we will introduce a new Mobile Service to the local community of Ingleby Greenhow. The Mobile service at Ingleby Greenhow commence on Thursday 18 February 2021 at 13:30 operating from outside Dudley Arms Inn, Ingleby Greenhow, Great Ayton, Middlesbrough, TS9 6LL.

We will also provide a new temporary Mobile service while we continue to search for permanent solution in Crathorne after the planned branch closure on Friday 12 February 2021 at 13:00 due to the resignation of the postmaster. This Mobile service will commence on Tuesday 16 February at 10:30 and will operate from outside of the closed Crathorne branch, Crathorne, Yarm, TS15 0BA.

All new Mobile services will be operated by the postmaster from Marske by the Sea Post Office and will offer a wide range of Post Office products and services. Full details of the new services are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will use these new services. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

To accommodate these new Mobile services, there will be some changes to the opening times of current Mobile services at Lane End, Hinderwell, Danby, Staithes, Stainton, Kildale, Boosbeck and Great Broughton from week starting Monday 15 February 2021. Further details of the changes are provided at the end of this letter.

If you have any questions about the services above, please contact the National Consultation Team, as detailed below. 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'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 services.

Yours faithfully

*Gail Burnett*

**Gail Burnett**  
**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.**

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**New Service Details at Castleton:**

**Castleton Mobile service**

Outside 4 Ashfield Road  
Castleton  
Whitby  
YO21 2EN

**Opening times**

Tuesday	13:30 – 14:15
Thursday	11:45 – 12:45

**Services**

A wide range of services will be available.

**Access and facilities**

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Transport/parking**

Parking is available close to where the Mobile van will be parked.

**Route**

The new Mobile service will be located approximately 250 metres away from previous Outreach service location.

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**New Service Details at Ingleby Greenhow:**

**Ingleby Greenhow Mobile service**

Outside Dudley Arms Inn  
Ingleby Greenhow  
Great Ayton  
Middlesbrough  
TS9 6LL

**Opening times**

Thursday	13:30 – 14:15
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**Services**

A wide range of services will be available.

**Access and facilities**

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Transport/parking**

Parking is available close to where the Mobile van will be parked.

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**New Service Details at Crathorne:**

**Crathorne Mobile service**

Outside the Crathorne branch  
Crathorne  
Yarm  
TS15 0BA

**Opening times**

Tuesday	10:30 – 11:30
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**Services**

A wide range of services will be available.

**Access and facilities**

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Transport/parking**

Parking is available close to where the Mobile van will be parked.

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**Details of changes to opening times at Lane End:**

**Lane End Mobile Service**, Staithes Athletic Club Car Park, Seaton Crescent, Staithes, Saltburn-by-the-Sea, TS13 5AY

**Current opening times**

Monday	10:30 – 12:00
Wednesday	10:30 – 12:00
Friday	10:30 – 11:30

**New opening times**

Monday	10:30 – 11:30
Wednesday	10:30 – 12:00
Friday	10:30 – 11:30

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**Details of changes to opening times at Hinderwell:**

**Hinderwell Mobile Service**, Hinderwell Village Hall Car Park, 7 Runswick Lane, Hinderwell, Saltburn-by-the-Sea, TS13 5HP

**Current opening times**

Monday	13:00 – 14:00
Wednesday	13:30 – 14:45
Thursday	11:00 – 12:30
Friday	11:45 – 13:00

**New opening times**

Monday	12:30 – 13:15
Wednesday	13:30 – 14:45
Friday	11:45 – 13:00

**Details of changes to opening times at Danby:**

**Danby Mobile Service**, Village Hall Car Park, Dale End, Danby, Whitby, YO21 2JF

**Current opening times**

Tuesday	13:15 – 14:45
Thursday	13:00 – 14:30

**New opening times**

Tuesday	14:30 – 15:30
Thursday	10:50 – 11:35

**Details of changes to opening times at Staithes:**

**Staithes Mobile Service**, Outside the Gateway Centre, Whitegate Close, Staithes, Saltburn-by-the-Sea, TS13 5BB

**Current opening times**

Monday	12:15 – 12:45
Wednesday	12:15 – 13:15
Friday	13:15 – 14:15

**New opening times**

Monday	11:45 – 12:15
Wednesday	12:15 – 13:15

**Details of changes to opening times at Stainton:**

**Stainton Mobile Service**, Outside the Stainton Inn, 2-4 Meldyke Road, Stainton, Middlesbrough, TS8 9AZ

**Current opening times**

Tuesday	09:30 – 11:00
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**New opening times**

Monday	09:15 – 10:15
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**Details of changes to opening times at Kildale:**

**Kildale Mobile Service**, Layby opposite Village Hall, Kildale, Whitby, YO21 2RG

**Current opening times**

Tuesday	12:30 – 13:00
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**New opening times**

Thursday	13:00 – 13:15
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**Details of changes to opening times at Boosbeck:**

**Boosbeck Mobile Service**, The Station Hotel Car Park, High Street, Boosbeck, Saltburn-by-the-Sea, TS12 3AF

**Current opening times**

Tuesday	15:00 – 16:00
Thursday	14:45 – 15:45

**New opening times**

Monday	13:45 – 14:15
Friday	13:30 – 14:15

**Details of changes to opening times at Great Broughton:**

**Great Broughton Mobile Service**, Wainstones Hotel Car Park, 31 High Street, Great Broughton, M TS9 7EW

**Current opening times**

Thursday	14:15 – 15:15
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**New opening times**

Tuesday	12:00 – 13:00
Thursday	14:30 – 15:15

## **Principles of Community Engagement on changes to the Post Office network**

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 closure<sup>1</sup>/ 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.

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 locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>4</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>5</sup> local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

**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**

<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.