



Dear Customer

Changes to Marske by The Sea Mobile Services
Affecting Lingdale, Easington, Lane End, Staithes & Hinderwell

We are delighted to let you know that, following the temporary closure of Lingdale Post Office, we are restoring Post Office services to the local community on Monday 20 March 2023, with the introduction of a temporary Mobile service whilst we continue to seek a permanent solution.

We are therefore pleased to inform you that the postmaster from Marske by The Sea Post Office will be operating the new temporary Mobile service in Lingdale from opposite the previous branch location at 15 High Street, Lingdale, Saltburn-by-the-Sea, TS12 3DZ.

To accommodate the new Mobile service, the opening hours of the Mobile services at Easington, Lane End, Staithes and Hinderwell, also operated by the postmaster from Marske by The Sea Post Office, will be changing week commencing Monday 20 March 2023.

After the previous branch temporary closed on 28 November 2022, we had to identify an alternative to maintain a Post Office service to our customers in the local community. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises.

Further details of the changes to these services are provided at the end of this letter.

We will display posters locally to tell customers the good news. 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'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.

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully

Gail Burnett

Gail Burnett
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of the new Mobile service:

Lingdale Post Office

Outside 15 High Street
Lingdale
Saltburn-by-the-Sea
TS12 3DZ.

Opening times

Monday	12:40 – 13:40
Friday	12:25 – 13:25

Services

Officers similar Post Office products and services.

Access and facilities

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

Getting there

This Mobile Post Office service is outside the previous branch location. Parking is available close to where the Mobile van is parked.

Details of the change to existing Mobile services:

Easington Mobile Service, Abingdon Road, Easington Saltburn-by-the-Sea, TS13 4NL

Previous opening times

Monday	09:15 – 10:15
Wednesday	09:15 – 10:15
Friday	09:15 – 10:15

New opening times

Monday	09:15 – 10:00
Wednesday	09:15 – 10:15
Friday	09:15 – 10:15

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

Previous opening times

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

New opening times

Monday	10:15 – 10:45
Wednesday	10:30 – 12:00
Friday	10:30 – 11:00

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

Previous opening times

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

New opening times

Monday	10:50 – 11:20
Wednesday	12:15 – 13:15

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

Previous opening times

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

New opening times

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

**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

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.