



Dear Customer

Changes to Marske by the Sea Mobile Services

Affecting Crathorne, Botton, Kildale, Danby, Easington, Lane End, Staithes, Hinderwell, Great Broughton, Boosbeck, Castleton, Ingleby Greehow, Seamer and Lingdale Mobile Services

We are writing to inform you that the Post Office has undertaken a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, it has informed our plans for the Network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. At this time, therefore, we are not looking to continue to provide temporary interim services at Crathorne and Botton due to limited funding, and as such these services will cease on the following dates: Crathorne Mobile on Tuesday 27 February 2024 at 11:00 and Botton Mobile on Tuesday 27 February 2024 at 14:45.

Additionally, changes will be made to Post Office service provision in the area. Due to low customer usage, the mobile service at Kildale will cease from Thursday 29 February 2024 at 13:15. We would like to apologise for any inconvenience the closures may cause in the local area.

Along with the closure, there will be some changes to the current opening hours at Danby, Easington, Lane End, Staithes, Hinderwell, Great Broughton, Boosbeck, Castleton, Ingleby Greehow, Seamer, Lingdale, Stainton and Ugthorpe Post Office service, also operated by the postmaster from Marske by the Sea Post Office. These changes will take effect week commencing Monday 4 March 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.

Details of changes to the Mobile Post Office services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

Customers requiring Post Office facilities may continue to use any Post Office service. 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

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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.

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.

Alternative branches

There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Alternatives Post Office services for Crathorne Mobile Service

Hutton Rudby Post Office

36 Garbutts Lane
Hutton Rudby
Yarm
TS15 0DL

Services

Offers similar services, however excluding on Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Opening times

Monday - Sunday	09:00 – 17:00
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Getting there

This Post Office service is located approximately 2.2 miles away from Crathorne Mobile Service, along varied terrain. There is a carpark available outside the branch. There are no direct bus services available between Crathorne Mobile Service and this Post Office.

Healaugh Park Post Office

1 Healaugh Park
Yarm
TS15 9XN

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Dollars Travel Money.

Access

This branch has a wide door and level access at the entrance.

Opening times

Monday - Friday	05:00 – 16:30
Saturday	05:00 – 12:30
Sunday	05:00 – 10:30

Getting there

This Post Office service is located approximately 2.9 miles away from Crathorne Mobile Service, along varied terrain. There is a time restricted car park available. There are no direct bus services available between Crathorne Mobile Service and this Post Office.

Alternative Post Office services for Botton Mobile Service

Danby Mobile Service

Village Hall Car Park

Dale End

Danby

Whitby

YO21 2LZ

Services

Offers the same services.

Access

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.

Current opening hours

Tuesday	15:00 – 15:30
Thursday	10:50 – 11:35

New opening hours

Week commencing 4 March 2024

Tuesday	13:20 – 13:50
Thursday	10:50 – 11:35

Getting there

This Post Office service is located approximately 3.4 miles away from Botton Mobile Service, along varied terrain. Parking is available close to where the mobile van will be parked. There are no direct bus services available between Botton Mobile Service and this Mobile Service.

Castleton Mobile Service

Outside 4 Ashfield Road

Castleton

Whitby

YO21 2EN

Services

Offers the same services.

Access

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.

Current opening hours

Tuesday	13:15 – 14:00
Thursday	12:00 – 12:35

New opening hours

Week commencing 4 March 2024

Tuesday	12:30 – 13:15
Thursday	12:00 – 12:45

Getting there

This Post Office service is located approximately 3.4 miles away from Botton Mobile Service, along varied terrain. There is a free customer car park with disabled bays at the branch. There are no direct bus services available between Botton Mobile Service and this Mobile Service.

Alternative Post Office services for Kildale Mobile Service

Ingleby Greenhow Mobile Service

Outside Dudley Arms

Great Ayton

Middlesbrough

TS6 6LL

Services

Offers the same services.

Access

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.

Opening times

Thursday	13:30 – 14:15
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Getting there

This Post Office service is located approximately 3.3 miles away from Kildale Mobile Service, along varied terrain. Parking is available close to where the mobile van will be parked. There are no direct bus services available between Kildale Mobile Service and this Mobile Service.

Great Ayton Post Office

1 Park Square

Great Ayton

Middlesbrough

TS9 6BP

Services

Offers similar services, however excluding a comprehensive range of Travel Money except for Euros and Dollars.

Access

This branch has a wide door and level access at the entrance.

Opening times

Monday – Friday	09:00 – 16:00
Saturday	09:00 – 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 4.3 miles away from Kildale Mobile Service, along varied terrain. Parking is available outside the branch. There are no direct bus services available between Kildale Mobile Service and this Mobile Service.

Details of changes to existing Mobile Services:

Danby Mobile Post Office Service

**Danby Mobile Post Service, Located at the Village Hall Car Park,
Dale End, Danby, Whitby, YO21 2LZ**

Current opening times

Tuesday	15:00 – 15:30
Thursday	10:50 – 11:35

New opening times

Tuesday	13:20 – 13:50
Thursday	10:50 – 11:35

Easington Mobile Post Office Service

**Easington Mobile Post Office Service, Located at Abingdon Road, Easington,
Saltburn-by-the-Sea, TS13 4NL**

Current opening times

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

New opening times

Monday	09:15 – 09:45
Wednesday	09:15 – 10:00
Friday	09:15 – 10:15

Lane End Mobile Post Office Service

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

Current opening times

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

New opening times

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

Staithes Mobile Post Office Service

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

Current opening times

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

New opening times

Monday	10:35 – 11:05
Wednesday	12:15 – 13:15

Hinderwell Mobile Post Office Service

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

Current opening times

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

New opening times

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

Great Broughton Mobile Post Office Service

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

Current opening times

Tuesday	12:00 – 12:45
Thursday	14:30 – 15:15

New opening times

Tuesday	11:05 – 12:05
Thursday	14:30 – 15:15

Boosbeck Mobile Post Office Service

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

Current opening times

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

New opening times

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

Castleton Mobile Office Service

**Castleton Mobile Post Office Service, Located Outside Number 4 Ashfield Road,
Castleton, Whitby, YO21 2EN**

Current opening times

Tuesday	13:15 – 14:00
Thursday	12:00 – 12:45

New opening times

Tuesday	12:30 – 13:15
Thursday	12:00 – 12:45

Ingleby Greenhow Mobile Post Office Service

**Ingleby Greenhow Mobile Post Office Service, Located Outside Dudley Arms, Great Ayton,
Middlesbrough, TS6 6LL**

Current opening times

Thursday	13:30 – 14:15
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New opening times

Thursday	13:45 – 14:15
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Seamer Post Office Service

**Seamer Mobile Post Office Service, Located Outside Number 29 The Green,
Seamer, Middlesbrough, TS9 5LS**

Current opening times

Tuesday	11:15 – 11:45
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New opening times

Tuesday	10:25 – 10:55
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Lingdale Mobile Post Office Service

**Lingdale Mobile Post Office Service, Located Outside Number 15 High Street,
Lingdale, Saltburn-by-the-Sea, TS12 3DZ**

Current opening times

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

New opening times

Monday	12:40 – 13:40
Friday	12:10 – 13:40

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, 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

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.