



Dear Customer

Changes to Marske by the Sea Mobile service

We are writing to inform you that, regrettably, due to operational reasons, the Botton Post Office branch will be closing on Thursday 30 December 2021 at 16:00.

In order to maintain the Post Office service locally, we will be restoring Post Office services to the community with the introduction of a temporary Mobile service. The new service will operate from the car park outside the Camphill Village Store, Botton Village, Danby, Whitby, YO21 2NJ, and will commence from Tuesday 4 January 2022 at 13:45.

We've been working hard to identify a solution to restore services locally. A Mobile service, which 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, is a tried and tested way of maintaining service to smaller communities.

We are therefore pleased to inform you that the postmaster from Marske by the Sea Post Office is willing to run the Mobile service, which presents the best possible solution to restore Post Office services to this community in Botton.

I know that the local community will join me in welcoming this good news and hope that you and our customers will use the new Mobile service. If you are a local representative, 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 the new Mobile service there will be some changes to the current opening hours at Stainton, Great Broughton, Castleton, Danby and Seamer and these changes will take effect from Tuesday 4 January 2022.

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

If you have any questions about the new service, 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. An extract relating to Notification is available at the end of this letter.

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

Yours faithfully

Ian Murphy

Ian Murphy
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

New Service Details:

During the Coronavirus pandemic 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

Details of the new Mobile service at Botton:

Botton Post Office Mobile Service

Car park

Outside the Camphill Village Store

Botton Village

Danby

Whitby

YO21 2NJ

Services

A wide range of services will continue to be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate 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.

New Opening times

Tuesday	13:45 – 14:30
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Getting there

This Post Office service will be located outside the Botton Post Office branch.

Details of changes to existing Mobile services at Stainton, Great Broughton, Castleton, Danby and Seamer:

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

Current opening times

Tuesday	09:15 – 10:15
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New opening times

Tuesday	09:30 – 10:15
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Great Broughton Mobile Service, Wainstones Hotel Car Park, 31 High Street, Great Broughton, Middlesbrough, TS9 7EW

Current opening times

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

New opening times

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

Castleton Mobile Service, Outside 4 Ashfield Road, Castleton, Whitby, YO21 2EN

Current opening times

Tuesday	13:30 – 14:15
Thursday	12:00 – 12:45

New opening times

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

Danby Mobile Service, Village Hall Car Park, Dale End, Danby, Whitby, North Yorkshire
YO21 2LZ

Current opening times

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

New opening times

Tuesday	14:45 – 15:30
Thursday	10:50 – 11:35

Seamer Mobile Service, Outside 29 The Green, Seamer, Middlesbrough, TS9 5LS

Current opening times

Tuesday	10:30 – 11:30
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New opening times

Tuesday	10:30 – 11:15
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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.