

Dear Customer



## **Engaging with our customers - Share your views**

### **Changes to Morton Mobile Services**

#### **Affecting Knipton, Corby Glen, Colsterworth, South Witham 2 and Castle Bytham & Introduction of Empingham Mobile Service**

I'm writing further to our recent communication, in which we informed you that due to resignation of the postmaster and the withdrawal of the premises for Post Office use, Essendine SAS Post Office would be closing on Monday 30 June 2025 at 16:00, along with the Empingham Outreach Service.

We are now delighted to let you know that ahead of the closure of Empingham Outreach Service we are scheduled to restore Post Office services to the local community with the introduction of a Mobile service which will be operating from the car park at the Twisted Trout Pub, 2 High Street, Empingham, LE15 8PS from Tuesday 1 July 2025 at 14:15 by the Postmaster from Morton Post Office.

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.

To accommodate this new service, we have made some minor changes to the current opening hours of the services offered at Corby Glen, Colsterworth, South Witham 2 and Castle Bytham also operated by the postmaster of Morton Post office. Changes to these services will take effect from Tuesday 1 July 2025.

Additionally, we regret to inform you that due to low customer usage, the Mobile service at Knipton operated by the postmaster from Morton will cease on Tuesday 24 June 2025 at 11:30.

We will display posters locally to tell customers the 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 are keen to restore services to the community of Empingham as soon as possible, so we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new mobile service will be and the location?
- Do you have any comments on the planned days and opening hours?

We will be accepting comments until **Friday 4 July 2025**. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new service are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via [postofficeviews.co.uk](https://postofficeviews.co.uk), then use the search function to find the engagement for this service either by service name, postcode, or the unique code **110444**.

Once the plans have been finalised, we'll display a posters at The Twisted Trout pub and locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

*Sally Ingold*

**Sally Ingold**  
**Area Change Manager**

**How to contact us:**

[postofficeviews.co.uk](https://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your  
envelope for your letter to reach us.**

Want to tell us what you  
think right here and now –  
scan here.

If you don't have a QR code  
scanner on your phone, you  
can find one in your app  
store.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

## Details of the new Empingham Mobile Service:

Empingham Mobile Service		Services
Twisted Trout pub car park 2 High St Empingham LE15 8PS		Offers the same services, with the addition of vehicle tax.
Opening times		Access
Mon	No Service	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.
Tue	14:15 – 15:45	
Wed	No Service	
Thurs	No Service	
Fri	No Service	
Sat	No Service	
Sun	No Service	
Getting there		
The new mobile service will be located approximately 350 metres away from Empingham Outreach Service, along mostly level terrain. Parking will be available at the carpark of the pub close to the mobile van.		

## **Alternative branches for Knipton Mobile Service**

**Located at: Main Street, Knipton, Grantham, NG32 1RW**

There are times our branches may need to make changes to its opening hours.  
The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

Bottesford Post Office		Services
20 High Street Bottesford Nottingham NG13 0AA		Offers similar services, with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.
Opening times		Access
<div>Mon - Sun</div> <div>06:00 – 20:00</div>		This branch has a wide automatic door and a ramp at the entrance.
Getting there		

This Post Office service is located approximately 6.1 miles away from Knipton Mobile Service, along varied terrain. Roadside parking is available outside the branch. There are local buses serving the surrounding area.

Dysart Road Post Office		Services
161 Dysart Road Grantham NG31 7DX		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	This branch has a wide automatic door and level access via a ramp with handrails at the entrance.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		

This Post Office service is located approximately 7.7 miles away from Knipton Mobile Service, along varied terrain. There is a customer car park available at the rear of the branch and roadside parking at the front. There are no direct bus services available between Knipton Mobile Service and this Post Office

For additional information about product availability call 03457 223344.  
For details of maximum value of transactions, please speak to the branch postmaster.

## Details of the change to existing Mobile services

Details of the change to existing Mobile service opening hours:			
Corby Glen Mobile Service		The Church Street Rooms, Church Street, Corby Glen, Grantham, NG33 4NJ	
<b>Current opening times</b>		<b>New opening times</b>	
Monday	No Service	Monday	No Service
Tuesday	14:45 – 15:45	Tuesday	09:00 – 10:00
Wednesday	09:00 – 10:00	Wednesday	09:00 – 10:00
Thursday	15:00 – 16:00	Thursday	15:00 – 16:00
Friday	15:00 – 16:00	Friday	15:00 – 16:00
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

Details of the change to existing Mobile service opening hours:			
Colsterworth Mobile Service		Colsterworth Bowling Club, Old Post Lane, Grantham, NG33 5PG	
<b>Current opening times</b>		<b>New opening times</b>	
Monday	09:00 – 11:00	Monday	09:00 – 11:00
Tuesday	09:00 – 10:00	Tuesday	10:15 – 11:15
Wednesday	13:45 – 15:45	Wednesday	13:45 – 15:45
Thursday	09:00 – 11:00	Thursday	09:00 – 11:00
Friday	09:00 – 10:30	Friday	09:00 – 10:30
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

**Details of the change to existing Mobile service opening hours:**

<b>South Witham Stop 2 Mobile Service</b>	<b>Layby outside the Shop, Great Close, South Witham, Grantham, NG33 5QH</b>																												
<b>Current opening times</b> <table> <tr><td>Monday</td><td>No Service</td></tr> <tr><td>Tuesday</td><td>12:15 – 13:15</td></tr> <tr><td>Wednesday</td><td>No Service</td></tr> <tr><td>Thursday</td><td>No Service</td></tr> <tr><td>Friday</td><td>11:00 – 12:00</td></tr> <tr><td>Saturday</td><td>No Service</td></tr> <tr><td>Sunday</td><td>No Service</td></tr> </table>	Monday	No Service	Tuesday	12:15 – 13:15	Wednesday	No Service	Thursday	No Service	Friday	11:00 – 12:00	Saturday	No Service	Sunday	No Service	<b>New opening times</b> <table> <tr><td>Monday</td><td>No Service</td></tr> <tr><td>Tuesday</td><td>11:30 – 12:30</td></tr> <tr><td>Wednesday</td><td>No Service</td></tr> <tr><td>Thursday</td><td>No Service</td></tr> <tr><td>Friday</td><td>11:00 – 12:00</td></tr> <tr><td>Saturday</td><td>No Service</td></tr> <tr><td>Sunday</td><td>No Service</td></tr> </table>	Monday	No Service	Tuesday	11:30 – 12:30	Wednesday	No Service	Thursday	No Service	Friday	11:00 – 12:00	Saturday	No Service	Sunday	No Service
Monday	No Service																												
Tuesday	12:15 – 13:15																												
Wednesday	No Service																												
Thursday	No Service																												
Friday	11:00 – 12:00																												
Saturday	No Service																												
Sunday	No Service																												
Monday	No Service																												
Tuesday	11:30 – 12:30																												
Wednesday	No Service																												
Thursday	No Service																												
Friday	11:00 – 12:00																												
Saturday	No Service																												
Sunday	No Service																												

**Details of the change to existing Mobile service opening hours:**

<b>Castle Bytham Mobile Service</b>	<b>Layby on Station Road, Castle Bytham, Grantham, NG33 4SB</b>																												
<b>Current opening times</b> <table> <tr><td>Monday</td><td>14:30 - 15:30</td></tr> <tr><td>Tuesday</td><td>13:30 - 14:30</td></tr> <tr><td>Wednesday</td><td>10:15- 11:45</td></tr> <tr><td>Thursday</td><td>No Service</td></tr> <tr><td>Friday</td><td>12:15 - 13:15</td></tr> <tr><td>Saturday</td><td>No Service</td></tr> <tr><td>Sunday</td><td>No Service</td></tr> </table>	Monday	14:30 - 15:30	Tuesday	13:30 - 14:30	Wednesday	10:15- 11:45	Thursday	No Service	Friday	12:15 - 13:15	Saturday	No Service	Sunday	No Service	<b>New opening times</b> <table> <tr><td>Monday</td><td>14:30 - 15:30</td></tr> <tr><td>Tuesday</td><td>12:45 - 13:45</td></tr> <tr><td>Wednesday</td><td>10:15- 11:45</td></tr> <tr><td>Thursday</td><td>No Service</td></tr> <tr><td>Friday</td><td>12:15 - 13:15</td></tr> <tr><td>Saturday</td><td>No Service</td></tr> <tr><td>Sunday</td><td>No Service</td></tr> </table>	Monday	14:30 - 15:30	Tuesday	12:45 - 13:45	Wednesday	10:15- 11:45	Thursday	No Service	Friday	12:15 - 13:15	Saturday	No Service	Sunday	No Service
Monday	14:30 - 15:30																												
Tuesday	13:30 - 14:30																												
Wednesday	10:15- 11:45																												
Thursday	No Service																												
Friday	12:15 - 13:15																												
Saturday	No Service																												
Sunday	No Service																												
Monday	14:30 - 15:30																												
Tuesday	12:45 - 13:45																												
Wednesday	10:15- 11:45																												
Thursday	No Service																												
Friday	12:15 - 13:15																												
Saturday	No Service																												
Sunday	No Service																												

**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](https://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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified<sup>2</sup> and where there is no degradation of access to Post Office services (into and inside the premises).

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>3</sup>, the Consumer Advocacy Bodies and selected charities<sup>4</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.

***These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.***

### 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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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**

**Call: 03452 66 01 15**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>2</sup> Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

<sup>3</sup> Locally elected representatives include 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.

<sup>4</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 3 and 4 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.