



Dear Customer

Engaging with our customers - Share your views

Changes to Morton Mobile Services Affecting Knipton, South Witham, Castle Blytham & Corby Glenn

We are delighted to let you know that we will be restoring Post Office services to the community of Knipton with the introduction of a permanent Mobile service on Tuesday 2 April 2024 at 10:30.

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 Morton Post Office is willing to run the Mobile service, which presents the best possible solution to restore Post Office services within the local community of Knipton. This Mobile service will be operating close to the previous Knipton branch location on Main Street, Knipton, Grantham, NG32 1RW.

To accommodate this new service, we have made some minor changes to the current opening hours of the services offered at South Witham, Castle Blytham & Corby Glenn. These changes will take effect from Tuesday 2 April 2024.

Additionally, we regret to inform you that due to low customer usage, the Mobile service at Edenham operated by the postmaster from Morton will cease from Tuesday 2 April 2024, due to low customer usage.

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. If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

We will continue to review and monitor services on an on-going basis, and should customer usage increase significantly, consideration would be given to adjusting service times accordingly. We are confident that our changes will be welcomed by our customers in the local communities.

We would like to hear from you

We were keen to proceed with the change to the community in Knipton 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?

Details about your new branch are provided at the end of this letter and our Consultation Hub. We will be accepting comments until Friday 19 April 2024. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on this branch reopening through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the engagement for this branch either by branch name, postcode or the unique branch code **251230**:

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



We will display posters in the local area 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 these posters, please let us know.

Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the opening date, posters will be displayed in branch to let customers know.

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

Richard Clark

Richard Clark
Network Provision Lead

Details of the new Mobile service

Close to previous Knipton branch

Main Street

Knipton

Grantham

NG32 1RW

New Mobile operating hours

Tuesday	10:30 - 11:30
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Services

A range of services will be available. Customers can still collect benefits in cash using our everyday banking services.

Access

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 service stop will be located close to the previous Knipton branch location. Roadside parking is available nearby.

Date of opening

Tuesday 2 April 2024.

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 Edenham Mobile Service, Church Lane, Edenham, Bourne, PE10 0LS

Bourne Post Office

31 West Street
Bourne
PE10 9NB

Services

Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Opening times

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Access

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

Getting there

This Post Office service is located approximately 3 miles away from Edenham Mobile Service, along varied terrain. Time restricted roadside parking is available opposite the branch. There are local buses serving the surrounding area.

Morton Post Office

25 High Street
Morton
Bourne
PE10 0NR

Services

Offers similar services, with the addition of Euros Travel Money.

Opening times

Monday - Friday	08:00 – 17:30
Saturday	08:00 – 13:00
Sunday	Closed

Access

This branch has a wide door and steps with a handrail at the entrance.

Getting there

This Post Office service is located approximately 3.2 miles away from Edenham Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Details of changes to existing Mobile Services:

South Witham Mobile Post Office Service

South Witham Post Service, Located at Layby outside the Shop, Great Close,
South Witham, Grantham, NG33 5QH

Current opening times

Tuesday	10:15 - 11:15
Friday	11:00 - 12:00

New opening times

Tuesday	12:15 - 13:15
Friday	11:00 - 12:00

Castle Blytham Mobile Post Office Service

Castle Blytham Mobile Post Office Service, Located at Layby on Station Road,
Castle Bytham, Grantham, NG33 4SB

Current opening times

Monday	14:30 - 15:30
Tuesday	11:30 - 12:45
Wednesday	10:15 - 11:45
Friday	12:15 - 13:15

New opening times

Monday	13:30 - 14:30
Tuesday	13:30 - 14:30
Wednesday	10:15 - 11:45
Friday	12:15 - 13:15

Corby Glenn Mobile Post Office Service

Corby Glenn Mobile Post Office Service, Located at The Church Street Rooms,
Church Street, Corby Glen, Grantham, NG33 4NJ

Current opening times

Tuesday	13:15 - 14:15
Wednesday	09:00 - 10:00
Thursday	15:00 - 16:00
Friday	15:00 - 16:00

New opening times

Tuesday	14:45 - 15:45
Wednesday	09:00 - 10:00
Thursday	15:00 - 16:00
Friday	15:00 - 16:00

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 **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
- Minimise or avoid a loss of service to a community where a replacement branch location has been Identified.² Where there is a risk that the service could be lost (e.g., an issue with the premises) and where there is no degradation of access to Post Office services (into and inside the premises). This type of change will result in the relocation of the branch

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 representatives³, the Consumer Advocacy Bodies and selected charities⁴, 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 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

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² 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.

³ 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.

⁴ 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.