



Dear Customer,

**Service Unplanned Closure**

**Morton Mobile Service**

**Affecting Colsterworth, Buckminster, Castle Bytham, Corby Glen, Empingham, Carlby, South Witham Stop 1, Knipton, South Witham Stop 2 and Wymondham Mobile Services**

As you may be aware, the Postmaster at Morton Post Office has resigned and regrettably, the above Mobile services, will therefore, be closing week commencing Monday 29 June 2026.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently working with another postmaster and options to enable us to reinstate the Mobile service to the local community. I will provide further details of our plans to restore these services, once these have been finalised.

We will display posters in the local area to inform customers.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled 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, please feel free to 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 apologise for the inconvenience the closures may cause. We hope that our customers will continue to use Post Office services and details of possible 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](http://www.postoffice.co.uk/branch-finder)

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,

*David Woodhead*

**David Woodhead**  
**Retail Change Lead**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

## Details of Alternative branches for Colsterworth Mobile Service

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

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

We sell Royal Mail and Parcelforce Worldwide services.  
Postage services from other companies are also available in selected branches.

Grantham Post Office		Services available
TGJones 49-51 High Street Grantham NG31 6NE		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 – Sat	09:00 – 17:30	Access is level, with wide automatic doors, at the entrance to the premises.
Sun	Closed	
Getting there		
Approximately 7.8 miles from Colsterworth Mobile Service, along varied terrain. Time restricted parking is available nearby. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Dysart Road Post Office		Services available
The Co-Operative Group Ltd 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	Access is level via a ramp with a handrail at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 9 miles from Colsterworth Mobile service, along varied terrain. There is a customer Car park located behind the branch with roadside parking available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

## Details of Alternative branches for Buckminster Mobile Service

Waltham On The Wolds Post Office		Services available
15 High Street Waltham on the Wolds Melton Mowbray LE14 4AH		Offers the similar services, including Euro Travel Money however, excluding Vehicle Tax.
Opening times		Access
Mon, Tues, Thu & Fri	09:00 – 12:30 13:30 – 17:30	Access is a step at the entrance to the premises.
Wed	09:00 – 12:30	
Sat	09:00 – 13:00	
Sun	Closed	
<b>Getting there</b>		
Approximately 5.6 miles from Buckminster Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Cottesmore Post Office		Services available
Premier 36 Main Street Cottesmore Oakham LE15 7DJ		Offers similar services, including Euro Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
<b>Getting there</b>		
Approximately 8.2 miles from Buckminster Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

## Details of Alternative branches for Castle Bytham Mobile Service

Ryhall Post Office		Services available
The Square Ryhall Stamford PE9 4HJ		Offers the same services, with the addition of Euro/Dollar Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level, with a grabrail, at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
<b>Getting there</b>		
Approximately 6.2 miles from Castle Bytham Mobile service, along varied terrain. Parking is available nearby. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Cottesmore Post Office	Services available
Premier 36 Main Street Cottesmore Oakham LE15 7DJ	Offers similar services, including Euro Travel Money and On Demand Travel Insurance.

Opening times	Access						
<table border="1"> <tr> <td>Mon – Fri</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sat</td> <td>09:00 – 12:30</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon – Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed	Access is a step at the entrance to the premises.
Mon – Fri	09:00 – 17:30						
Sat	09:00 – 12:30						
Sun	Closed						

**Getting there**  
Approximately 7.3 miles from Castle Bytham Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.

### Details of Alternative branches for Corby Glen Mobile Service

Bourne Post Office	Services available
31 West Street Bourne PE10 9NB	Offers the same services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Opening times	Access						
<table border="1"> <tr> <td>Mon – Fri</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sat</td> <td>09:00 – 13:00</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon – Fri	09:00 – 17:30	Sat	09:00 – 13:00	Sun	Closed	Access is level at the entrance to the premises.
Mon – Fri	09:00 – 17:30						
Sat	09:00 – 13:00						
Sun	Closed						

**Getting there**  
Approximately 8 miles from Corby Glen Mobile Service, along varied terrain. Time restricted parking is available nearby. There is a regular bus service between from Corby Glen Mobile and this branch with a bus stop within 180 meters

Thurlby Post Office	Services available
9-10 The Green Thurlby Bourne PE10 0HB	Offers the same services, with the addition of Euro/Dollar Travel Money however, excluding Vehicle Tax.

Opening times	Access						
<table border="1"> <tr> <td>Mon – Fri</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sat</td> <td>09:00 – 12:30</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon – Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed	Access is a small step at the entrance to the premises.
Mon – Fri	09:00 – 17:30						
Sat	09:00 – 12:30						
Sun	Closed						

**Getting there**  
Approximately 10 miles from Corby Glen Mobile service, along varied terrain. Parking is available nearby. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.

## Details of Alternative branches for Empingham Mobile Service

Edith Weston Post Office		Services available
Church Lane Edith Weston Oakham Rutland LE15 8EY		Offers the same services, with the addition of Euro/Dollar Travel Money however, excluding Vehicle Tax.
Opening times		Access
Mon – Fri	08:00 – 17:00	Access is level at the entrance to the premises.
Sat	08:00 – 15:00	
Sun	08:30 – 12:30	
Getting there		
Approximately 3 miles from Empingham Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Ketton Post Office		Services available
60 High Street Ketton Stamford PE9 3TE		Offers the same services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is a step at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
Approximately 4.6 miles from Empingham Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

## Details of Alternative branches for Carlby Mobile Service

Ryhall Post Office		Services available
The Square Ryhall Stamford PE9 4HJ		Offers the same services, with the addition of Euro/Dollar Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level, with a grabrail, at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 2.7 miles from Carlby Mobile service, along varied terrain. Parking is available nearby. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Thurlby Post Office		Services available
9-10 The Green Thurlby Bourne PE10 0HB		Offers the same services, with the addition of Euro/Dollar Travel Money however, excluding Vehicle Tax.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is a small step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 4.4 miles from Carlby Mobile service, along varied terrain. Parking is available nearby. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

### Details of Alternative branches for South Witham Stop 1 Mobile Service

Cottesmore Post Office		Services available
Premier 36 Main Street Cottesmore Oakham LE15 7DJ		Offers similar services, including Euro Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 5.7 miles from South Witham Stop 1 Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Oakham Post Office		Services available
Morrisons Daily 30-32 High Street Oakham Rutland LE15 6AL		Offers the same services, including a comprehensive range of Travel Money, On Demand Travel Insurance and Passport Check & Send.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 9.5 miles from South Witham Stop 1 Mobile service, along varied terrain. Time restricted parking is available nearby. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

## Details of Alternative branches for Knipton Mobile Service

Waltham On The Wolds Post Office		Services available
15 High Street Waltham on the Wolds Melton Mowbray LE14 4AH		Offers the similar services, including Euro Travel Money however, excluding Vehicle Tax.
Opening times		Access
Mon, Tues, Thu & Fri	09:00 – 12:30 13:30 – 17:30	Access is a step at the entrance to the premises.
Wed	09:00 – 12:30	
Sat	09:00 – 13:00	
Sun	Closed	
<b>Getting there</b>		
Approximately 5.5 miles from Knipton Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Bottesford Post Office		Services available
Costcutter 20 High Street Bottesford Nottingham NG13 0AA		Offers the same services, including a comprehensive range of Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 16:00	
Sun	Closed	
<b>Getting there</b>		
Approximately 5 miles from Knipton Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

## Details of Alternative branches for South Witham Stop 2 Mobile Service

Cottesmore Post Office		Services available
Premier 36 Main Street Cottesmore Oakham LE15 7DJ		Offers similar services, including Euro Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
<b>Getting there</b>		
Approximately 7.2 miles from South Witham Stop 2 Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

<b>Waltham On The Wolds Post Office</b>	<b>Services available</b>
15 High Street Waltham on the Wolds Melton Mowbray LE14 4AH	Offers the similar services, including Euro Travel Money however, excluding Vehicle Tax.

<b>Opening times</b>		<b>Access</b>
Mon, Tues, Thu & Fri	09:00 – 12:30 13:30 – 17:30	Access is a step at the entrance to the premises.
Wed	09:00 – 12:30	
Sat	09:00 – 13:00	
Sun	Closed	

**Getting there**  
Approximately 10 miles from South Witham Stop 2 Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.

### Details of Alternative branches for Wymondham Mobile Service

<b>Waltham On The Wolds Post Office</b>	<b>Services available</b>
15 High Street Waltham on the Wolds Melton Mowbray LE14 4AH	Offers the similar services, including Euro Travel Money however, excluding Vehicle Tax.

<b>Opening times</b>		<b>Access</b>
Mon, Tues, Thu & Fri	09:00 – 12:30 13:30 – 17:30	Access is a step at the entrance to the premises.
Wed	09:00 – 12:30	
Sat	09:00 – 13:00	
Sun	Closed	

**Getting there**  
Approximately 5.3 miles from Wymondham Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.

<b>Cottesmore Post Office</b>	<b>Services available</b>
Premier 36 Main Street Cottesmore Oakham LE15 7DJ	Offers similar services, including Euro Travel Money and On Demand Travel Insurance.

<b>Opening times</b>		<b>Access</b>
Mon – Fri	09:00 – 17:30	Access is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	

**Getting there**  
Approximately 6.1 miles from Wymondham Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.

**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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

***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**

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

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.