



Dear Customer,

Changes to Oakham Outreach Services
Affecting: Tilton on the Hill, Wing and Langham Services

We are writing to inform you that the Outreach services at Tilton on the Hill, Wing and Langham closed on 31 August 2022 as they were no longer sustainable to operate. Please accept my apologies for the very late notification of this information.

Post Office is facing a particularly challenging period, as are other high street retailers. The impact of rising costs, inflation and restrictions on our funding from Government mean that while we will always look to reopen branches when they close, we cannot commit to doing so in every instance. We have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services.

We would like to apologise for the closure of these services, and for any inconvenience this may have caused our customers. Customers requiring Post Office facilities may continue to use any Post Office service. Details of alternative Post Office branches in the area are shown below. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Tilton on the Hill Outreach Service

- Billesdon Post Office, 7 Church Street, Leicester, LE7 9AE
- Houghton on the Hill Post Office, 6 St Catherines Way, Houghton on the Hill, LE7 9HE

Wing Outreach Service

- Edith Weston Post Office, Church Lane, Edith Weston, LE15 8EY
- Uppingham Post Office, Market Place, Uppingham, LE15 9QH

Langham Outreach Service

- Oakham Post Office, 30-32 High Street, Oakham, LE15 6AL
- Churchill Road Post Office, 18-20 Churchill Road, Oakham, LE15 6LH

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

Billy Ware

Billy Ware
Strategic Partnerships Manager

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.**

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

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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.