



Dear Customer,

**Service Re-opening**

**Oxenholme Post Office**

**Previously located at: 73 Helmside Road, Oxenholme, Kendal, LA9 7HA**

We are delighted to let you know that we will be restoring Post Office services to Oxenholme Post Office on Monday 7 November 2022 at 11:00. The branch closed temporarily in February 2020 following the resignation of the postmaster and the withdrawal of the premises for Post Office use. We are pleased to be able to reinstate the service as a Hosted Outreach whilst we continue to seek a permanent solution.

The new service will be operating from Oxenholme Lake District Railway Station, Oxenholme Road, Oxenholme, Kendal, LA9 7HG by the postmaster from Appleby Post Office and will offer a range of Post Office products and services. Full details of the temporary service are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. 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.

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,

*Samuel Williams*

**Samuel Williams**  
**Network Provision Lead**

How to contact us:

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

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

FREEPOST Your Comments

## Details of Oxenholme Outreach Service

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### Oxenholme Outreach Service

Oxenholme Lake District Station  
Oxenholme Road  
Oxenholme  
LA9 7HG

### Opening times

Monday	11:00 – 13:00
Thursday	12:30 – 14:30

### Services

The same range of services will continue to be available.

### Access

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

### Parking

There is a Pay & Display customer car park located outside the station.

### Getting there

This Post Office service is located approximately 700 meters away from the previous Oxenholme branch, along varied terrain.

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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](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
- Temporary closure<sup>1</sup> / 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.