



Dear Customer,

Changes to Scotby Outreach Services
Affecting Eastriggs and Grinsdale Mobile Services

We are writing to inform you that, regrettably, the postmaster from Scotby branch is no longer able to operate the temporary service located at the layby outside, Eastriggs Primary School, Annan Road, Eastriggs, DG12 6PZ. This service closed on Saturday 3 August 2024. Please accept my apologies for the late notification on this occasion.

Additionally, Grinsdale Mobile service, located outside 8-12 Grindale Avenue, Carlisle, CA2 7LX, closed due to low customer usage on Thursday 08 August 2024.

We will display posters to tell customers about these changes. 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 apologise for the inconvenience the closures may cause and hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are provided at the end of this letter and the latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We continue to monitor service usage in the area and will ensure that any service provision is sustainable for both the person operating the service, and for Post Office Limited.

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

Yours faithfully,

Scott Hamilton

Scott Hamilton
Area Change Manager

Details of alternative branches for Eastriggs Mobile Service:

Annan Post Office		Services
Morrisons Daily 72 High Street Annan DG12 6DL		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	07:00 – 22:00	This branch has level access at the entrance to the premises.
Sun	08:00 – 22:00	
Getting there		
This branch is approximately 3.4 miles from Eastriggs Mobile service, along varied terrain. Time restricted parking is available nearby. There are local buses serving the surrounding area.		

Newington Post Office		Services
Atwal Convenience Store 69A Springbells Road Annan DG12 6LQ		Offers the similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Fri	08:30 – 17:30	This branch has level access at the entrance to the premises.
Sat	08:30 – 14:30	
Sun	Closed	
Getting there		
This branch is approximately 3.3 miles from Eastriggs Mobile service, along varied terrain. Parking is available outside the branch.		

Details of the alternative branches for Grinsdale Mobile Service:

Raffles Post Office		Services		
Morrisons Daily 17 Shadygrove Road Carlisle Cumbria CA2 7LE		Offers the same services.		
Opening times		Access		
<table><tr><td>Mon - Sun</td><td>07:00 – 22:00</td></tr></table>		Mon - Sun	07:00 – 22:00	This branch has level access via a ramp & steps, with handrails, at the entrance to the premises.
Mon - Sun	07:00 – 22:00			
Getting there				
This branch is approximately 0.9 miles from Grinsdale Mobile service, along varied terrain Parking is available nearby.				

Newtown Post Office		Services
109 Newtown Road Carlisle CA2 7JJ		Offers similar services, with the addition of Vehicle Tax.
Opening times		Access
Mon - Sat	07:00 – 22:00	This branch has level access via a ramp & steps, with handrails, at the entrance to the premises.
Sun	08:00 – 14:00	
Getting there		
This branch is approximately 0.8 miles from Grinsdale Mobile service, along varied terrain Time restricted parking is available opposite the branch.		

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
- Unplanned closure¹/ 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹Where 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.