



Dear Customer,

Service Unplanned Closure

Scotby Outreach Services

Affecting Cargo, Blackford, Hethersgill, Smithfield, Scaleby, Distington, Moresby Parks, Great Clifton Mobile Services and Bewcastle & Roweltown Outreach Services

We are writing to inform you that, regrettably, the postmaster from Scotby branch will no longer be operating Cargo, Blackford, Hethersgill, Smithfield, Scaleby, Distington, Moresby Parks, Great Clifton mobile services and Bewcastle & Roweltown outreach services due to low customer usage. These services, will therefore, cease week commencing Wednesday 30 April 2025.

Post Office Limited have undertaken a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office services. Consequently at this time, we are not looking to replace the Mobile outreach services at Cargo, Blackford, Hethersgill, Smithfield, Scaleby, Distington, Moresby Parks, Great Clifton Mobile Services and Bewcastle & Roweltown outreach services.

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, 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 closure may cause. We hope that our customers will continue to use Post Office services and details of 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

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,

Samuel Williams

Samuel Williams
Area Change Manager

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Alternative branches for Cargo Mobile Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Kingmoor Road Post Office		Services
Premier Kingmoor Road Stanwix Carlisle CA3 9PS		Offers similar services, with the addition of Euro Travel Money & On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	This branch has a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
This branch is approximately 2.8 miles from Cargo Mobile service, along varied terrain. Parking is available nearby.		

Kingstown Post Office		Services
254 Kingstown Road Kingstown Carlisle CA3 0BW		Offers similar services, with the addition of a Euro/Dollar Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	08:00 – 18:00	This branch has a step at the entrance to the premises.
Sat	08:00 – 13:00	
Sun	Closed	
Getting there		
This branch is approximately 2.4 miles from Cargo Mobile service, along varied terrain. Time restricted parking is available nearby.		

Alternative branches for Blackford Mobile Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Kingstown Post Office		Services
254 Kingstown Road Kingstown Carlisle CA3 0BW		Offers similar services, with the addition of a Euro/Dollar Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	08:00 – 18:00	This branch has a step at the entrance to the premises.
Sat	08:00 – 13:00	
Sun	Closed	

Getting there

This branch is approximately 2.2 miles from Blackford Mobile service, along varied terrain. Time restricted parking is available nearby.

Houghton Post Office		Services
Premier The Green Houghton Carlisle CA3 0LL		Offers similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Fri	09:00 – 17:00	This branch has level access at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	

Getting there

This branch is approximately 2.2 miles from Blackford Mobile service, along varied terrain. Parking is available opposite the branch.

Alternative branches for Hethersgill Mobile Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Irthington Outreach Service		Services
Irthington Village School Irthington Carlisle CA6 4NJ		Offers similar services, with the addition of On Demand Travel Insurance & Vehicle Tax.
Opening times		Access
Mon & Thu	09:00 – 12:00	This branch has level access at the entrance to the premises.
Getting there		
This branch is approximately 3.8 miles from Hethersgill Mobile service, along varied terrain. Parking is available nearby.		

Brampton Post Office		Services
Front Street Brampton CA8 1NN		Offers similar services, with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	08:00 – 17:30	This branch has level access at the entrance to the premises.
Sat	08:00 – 16:30	
Sun	Closed	
Getting there		
This branch is approximately 5.7 miles from Hethersgill Mobile service, along varied terrain. Parking is available nearby.		

Alternative branches for Smithfield Mobile Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Irthington Outreach Service		Services
Irthington Village School Irthington Carlisle CA6 4NJ		Offers similar services, with the addition of On Demand Travel Insurance & Vehicle Tax.
Opening times		Access
Mon & Thu	09:00 – 12:00	This branch has level access at the entrance to the premises.
Getting there		
This branch is approximately 4.8 miles from Smithfield Mobile service, along varied terrain. Parking is available nearby.		

Longtown Post Office		Services
11-15 Swan Street Longtown Carlisle CA6 5UY		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 17:00	This branch has level access at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
This branch is approximately 4.6 miles from Smithfield Mobile service, along varied terrain. Parking is available outside the branch.		

Alternative branches for Scaleby Mobile Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Irthington Outreach Service		Services
Irthington Village School Irthington Carlisle CA6 4NJ		Offers similar services, with the addition of On Demand Travel Insurance & Vehicle Tax.
Opening times		Access
Mon & Thu 09:00 – 12:00		This branch has level access at the entrance to the premises.
Getting there		
This branch is approximately 4.5 miles from Scaleby Mobile service, along varied terrain. Parking is available nearby.		

Houghton Post Office		Services
Premier The Green Houghton Carlisle CA3 0LL		Offers similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Fri 09:00 – 17:00 Sat 09:00 – 12:30 Sun Closed		This branch has level access at the entrance to the premises.
Getting there		
This branch is approximately 3.9 miles from Scaleby Mobile service, along varied terrain. Parking is available opposite the branch.		

Alternative branches for Distington Mobile Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Harrington Post Office		Services
63 Church Road Harrington Workington CA14 5PT		Offers similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon – Sun	07:00 – 19:00	This branch has a step at the entrance to the premises.
Getting there		
This branch is approximately 2.4 miles from Distington Mobile service, along varied terrain. Time restricted parking is available outside the branch.		

Workington Post Office		Services
12 Murray Road Workington CA14 2AD		Offers similar services, with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	09:00 – 17:30	This branch has level access at the entrance to the premises.
Sun	Closed	
Getting there		
This branch is approximately 4 miles from Distington Mobile service, along varied terrain. Time restricted parking, with disabled bays, is available nearby.		

Alternative branches for Moresby Parks Mobile Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Mirehouse Post Office		Services
57 Meadow Road Whitehaven CA28 8ER		Offers similar services, with the addition of a comprehensive range of Travel Money, On Demand Travel Insurance & Vehicle Tax.
Opening times		Access
Mon – Fri	09:00 – 18:00	This branch has a step with a grabrail at the entrance to the premises.
Sat	08:00 – 13:30	
Sun	08:00 – 11:30	
Getting there		
This branch is approximately 2.7 miles from Moresby Parks Mobile service, along varied terrain. Parking is available outside the branch.		

Whitehaven Post Office		Services
10-11 King Street Whitehaven CA28 7LA		Offers similar services, with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	08:30 – 17:30	This branch has level access at the entrance to the premises.
Sat	08:30 – 13:00	
Sun	Closed	
Getting there		
This branch is approximately 2.8 miles from Moresby Parks Mobile service, along varied terrain. Time restricted parking is available nearby. Strand Car park is also available 200 meters from Whitehaven Post Office.		

Alternative branches for Great Clifton Mobile Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Workington Post Office		Services
12 Murray Road Workington CA14 2AD		Offers similar services, with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	09:00 – 17:30	This branch has level access at the entrance to the premises.
Sun	Closed	
Getting there		
This branch is approximately 3 miles from Great Clifton service, along varied terrain. Time restricted parking, with disabled bays, is available nearby.		

Bridgefoot Mobile Service		Services
Bridgefoot Village Hall Car Park Bridgefoot Workington CA14 1YF		Offers the same services.
Opening times		Access
Thursday	09:45 – 10:45	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 branch is approximately 1.4 miles from Great Clifton Mobile service, along varied terrain. Parking is available close to the Mobile Van.		

Alternative branches for Bewcastle Outreach Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Irthington Outreach Service		Services
Irthington Village School Irthington Carlisle CA6 4NJ		Offers similar services, with the addition of Travel On Demand Insurance & Vehicle Tax.
Opening times		Access
Mon & Thu 09:00 – 12:00		This branch has level access at the entrance to the premises.
Getting there		
This branch is approximately 12.6 miles from Bewcastle Outreach service, along varied terrain. Parking is available nearby.		

West Hall Outreach Services		Services
c/o West Hall PSA Tincastle West Hall Brampton CA8 2EH		Offers similar services, however excluding Vehicle Tax and Travel On Demand Insurance.
Opening times		Access
Mon	10:00 – 12:30	This branch has level access at the entrance to the premises.
Wed	08:30 – 12:15	
Thu	07:45 – 08:15	
Getting there		
This branch is approximately 5.7 miles from Bewcastle Outreach service, along varied terrain. Parking is available nearby.		

Alternative branches for Roweltown Outreach Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Brampton Post Office		Services
Front Street Brampton CA8 1NN		Offers similar services, with the addition of a comprehensive range of Travel Money and Passport Check & Send.
Opening times		Access
Mon - Fri	08:00 – 17:30	This branch has level access at the entrance to the premises.
Sat	08:00 – 16:30	
Sun	Closed	
Getting there		
This branch is approximately 9.1 miles from Roweltown Outreach service, along varied terrain. Parking is available nearby.		

Longtown Post Office		Services
11-15 Swan Street Longtown Carlisle CA6 5UY		Offers similar services, with the addition of Euro Travel Money however excluding Travel On Demand Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:00	This branch has level access at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
This branch is approximately 9.8 miles from Roweltown Outreach service, along varied terrain. Parking is available outside 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.