



Dear Customer,

### **Local public consultation – Decision**

**Sedbergh Post Office  
24 Main Street, Sedbergh, LA10 5AA**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Spar Sedbergh at Station Road, Sedbergh, LA10 5DL.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 17:00 on Thursday 27 March 2025, with the new branch opening, at Spar Sedbergh, at 11:00 on Tuesday 01 April 2025. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Sandylands Post Office, 65 Sandylands Road, Kendal, LA9 6EY
- Rinkfield Post Office, 41 Burton Road, Kendal, LA9 7LJ

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://postofficeviews.co.uk)

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

Yours faithfully,

*Adam Shillcock*

**Adam Shillcock  
Partner Account Manager  
Post Office Limited**

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

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

## **Appendix A**

### **Response to Local Public Consultation**

**Consultation started** 28 January 2025

**Consultation ended** 11 March 2025

#### **Consultation responses**

- 160 responses from customers and local representatives

#### **Key issues raised**

- Distance
- Staff Training
- Range of products and services
- Internal Space
- Security and Privacy

#### **Response to issues raised**

##### **Distance**

The new premises are located approximately 500 metres from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site.

##### **Staff Training**

The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

##### **Range of products and services**

Similar services would still be available at the branch as shown in Appendix B, with the exception of a Post Office cash machine as we are unable to transfer this facility. There is, however, an external free-to-use cash machine available for customers at the entrance of the new premises. Customers are also encouraged to use the Banking facilities in-branch.

Additionally, the Postmaster from Appleby Post Office, will be operating Endmoor and Dent Outreach services, which will transfer from Sedbergh Outreach services on Monday 24 March 2025. This presents the best possible solution to maintain Post Office services to these communities at this time. 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.

##### **Internal Space**

Internally, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

##### **Security and Privacy**

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

## Appendix B

### Sedbergh Post Office Information Summary

There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

Current Location	New Location																												
24 Main Street, Sedbergh, LA10 5AA	Spar Sedbergh, Station Road, Sedbergh, LA10 5DL																												
<b>Current opening times</b> <table><tr><td>Monday</td><td>08:30 – 12:30 13:30 – 17:00</td></tr><tr><td>Tuesday</td><td>08:30 – 12:30 13:30 – 17:00</td></tr><tr><td>Wednesday</td><td>08:30 – 12:30 13:30 – 17:00</td></tr><tr><td>Thursday</td><td>08:30 – 12:30 13:30 – 17:00</td></tr><tr><td>Friday</td><td>08:30 – 12:30 13:30 – 17:00</td></tr><tr><td>Saturday</td><td>08:30 – 12:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>	Monday	08:30 – 12:30 13:30 – 17:00	Tuesday	08:30 – 12:30 13:30 – 17:00	Wednesday	08:30 – 12:30 13:30 – 17:00	Thursday	08:30 – 12:30 13:30 – 17:00	Friday	08:30 – 12:30 13:30 – 17:00	Saturday	08:30 – 12:30	Sunday	Closed	<b>New opening times</b> <table><tr><td>Monday</td><td>08:30 – 18:00</td></tr><tr><td>Tuesday</td><td>08:30 – 18:00</td></tr><tr><td>Wednesday</td><td>08:30 – 18:00</td></tr><tr><td>Thursday</td><td>08:30 – 18:00</td></tr><tr><td>Friday</td><td>08:30 – 18:00</td></tr><tr><td>Saturday</td><td>08:30 – 13:00</td></tr><tr><td>Sunday</td><td>11:00 – 14:00</td></tr></table>	Monday	08:30 – 18:00	Tuesday	08:30 – 18:00	Wednesday	08:30 – 18:00	Thursday	08:30 – 18:00	Friday	08:30 – 18:00	Saturday	08:30 – 13:00	Sunday	11:00 – 14:00
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<b>Serving positions</b>																													
There will be one serving position at the retail counter.																													
<b>Access</b>																													
Access will be level with automatic doors at the entrance to the new premises. Internally, there will be a hearing loop and space for a wheelchair.																													
<b>Getting there</b>																													
The new branch will be located approximately 500 metres from the current branch, along varied terrain. Parking, with disabled bays, is available outside the new premises.																													
<b>Store retail available</b>	Convenience store																												

The latest available branch information, including possible alternatives 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.

Services Available	Current Branch	New Branch
<b>Everyday Personal &amp; Business Banking</b>		
Cash Withdrawals	✓	✓
Cash Deposits	✓	✓
Cheque Deposits	✓	✓
<b>Mails</b>		
Drop & Go	✓	✓
Parcelforce Express Services	✓	✓
DPD - Buy in branch	✓	✓
DPD - Drop off & Collections	✓	✓
Post & Go	✓	✓
<b>Pay Bills &amp; Top Up</b>		
Pay Bills & Top-up	✓	✓
<b>Driving</b>		
DVLA Photocard Renewal	✓	x
Vehicle Tax	✓	✓
<b>Travel</b>		
Foreign Currency	✓	Euros/Dollar
Travel Money Card	✓	x

Other products & services are available at Sandylands Post Office, 65 Sandylands Road, Kendal, LA9 6EY	Opening hours: Mon - Fri 09:00 – 17:30; Sat 09:00 – 12:30; Sun Closed
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## **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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>5</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>6</sup> local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies, and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

**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**

**Call: 03452 66 01 15**

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

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>5</sup> 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.

<sup>6</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.