



Dear Customer

Changes to South Ferriby Outreach Services
Affecting New Holland and Limber Hosted Outreaches

We are writing to inform you that, regrettably, the postmaster from South Ferriby Post Office is unable to operate New Holland Hosted Outreach Service located at New Holland Community Centre, Barrow Road, New Holland, DN19 7RP, due to low customer usage. This service will, therefore, be closing from Sunday 01 February 2026. Please accept my apologies for the late notification on this occasion.

Post Office has undertaken a comprehensive review of the branch network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. We must ensure that our funding and resources are allocated to deliver maximum benefit and sustainable services for all customers, and the review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. The Hosted Outreach services provided by the postmaster at South Ferriby Post Office was included in this review and as part of our continual review of the network, we will monitor the local area and look to provide additional services, if required.

As you may be aware, the opening hours of Limber Hosted Outreach Service, located at 2 Grasby Road, Limber, Grimsby, DN37 8LB, has changed on Monday 19 January 2026. Details of the change can be found at the end of this letter. Please accept my apologies for the late notification on this occasion.

We will display posters locally to let our customers know. 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

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

If you are a local representative, we will write to you again if we have any news about plans for future service provision.

Yours faithfully

Mary Benbow

Mary Benbow
Area Change Manager

How to contact us:

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

Details of Alternative Branches for New Holland Hosted Outreach

Barrow on Humber Post Office	Services available		
Co-op Cross Hill Barrow upon Humber DN19 7BZ	Offers the same services, with the addition of Euro & Dollar Travel Money.		
Opening times	Access		
<table border="1"> <tr> <td>Mon – Sun</td> <td>09:00 – 17:00</td> </tr> </table>	Mon – Sun	09:00 – 17:00	Access is level at the entrance to the premises.
Mon – Sun	09:00 – 17:00		
Getting there			
Approximately 2.3 miles from New Holland Hosted Outreach service, along varied terrain. Roadside parking is available outside the branch. There is a bus service, between New Holland Hosted Outreach service and this branch with a bus stop within 30 meters.			

Barton on Humber Post Office	Services available						
32 Burgate Barton upon Humber DN18 5HA	Offers similar services, with the addition of Vehicle Tax, Passport Check & Send, a comprehensive range of Travel Money and On Demand Travel Insurance.						
Opening times	Access						
<table border="1"> <tr> <td>Mon – Fri</td> <td>08:45 – 17:30</td> </tr> <tr> <td>Sat</td> <td>08:45 – 13:00</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon – Fri	08:45 – 17:30	Sat	08:45 – 13:00	Sun	Closed	There is a threshold strip at the entrance to the premises.
Mon – Fri	08:45 – 17:30						
Sat	08:45 – 13:00						
Sun	Closed						
Getting there							
Approximately 5.0 miles from New Holland Hosted Outreach service, along varied terrain. Roadside parking is available opposite the branch. There is a bus service, between New Holland Hosted Outreach service and this branch with a bus stop within 290 meters.							

Details of the change to existing Hosted Outreach Service opening hours:

Details of the change to existing Outreach Service opening hours:							
Limber Hosted Outreach 2 Grasby Road, Limber, Grimsby, DN37 8LB							
Current opening times		New opening times					
<table border="1"> <tr> <td>Monday</td> <td>13:00 – 15:00</td> </tr> </table>	Monday	13:00 – 15:00		<table border="1"> <tr> <td>Monday</td> <td>15:00 – 17:00</td> </tr> </table>	Monday	15:00 – 17:00	
Monday	13:00 – 15:00						
Monday	15:00 – 17:00						

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.