



Dear Customer,

Changes to Tuxford Outreach Service
Affecting Kirton, Walesby, Rampton, Harby & Brant Broughton.

We are writing to advise that Royal Mail collections have now ceased from Outreach sites. To accommodate this change, we are adjusting the opening hours to the following Outreach Services: Walesby, Rampton, Harby and Brant Broughton.

The changes will take effect from the week commencing Monday 1st January 2024. Full details of the changes are provided at the end of this letter.

Additionally, Kirton Home Service, which is currently provided by the Tuxford Post Office, will cease as of Monday 1st January 2024.

The opening hours of East Markham and Norwell Outreach Services remain the same.

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.

We would like to apologise for the inconvenience temporary closures 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. There are times our branches may need to make changes to opening hours. 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 Notification is available at the end of this letter.

Yours faithfully,

Richard Clark

Richard Clark
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of the changes to the existing Tuxford Outreach service:

Walesby Outreach Service

The Village Hall
Walesby
Newark
NG22 9PB

New opening times

Tuesday	09:15 – 11:15
Wednesday	13:30 – 15:30

Rampton Outreach Service

The Green
Adjacent the Eyre Arms Public House
Rampton
Retford
DN22 0HR

New opening times

Tuesday	14:15 – 16:15
Friday	14:15 – 16:15

Harby Outreach Service

Harby Village Hall
High Street
Harby
Newark
NG23 7EB

New opening times

Monday	13:00 – 15:00
Thursday	13:00 – 15:00

Brant Broughton Outreach Service

The Forge
High Street
Brant Broughton
Lincoln
LN5 0SL

New opening times

Thursday	10:30 – 12:30
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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

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 closure¹ / 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, Consumer 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, Consumer 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

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FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ 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.