



Dear Customer

Changes to Uppingham Mobile Services

We have made some changes to the Post Office services at, North Luffenham, Hallaton and Caldecott.

We regret to inform North Luffenham Mobile Post Service which was operating from: Adjacent to Playing Field, Butt Lane, North Luffenham, Oakham, LE15 8JN, ceased from Monday 9 January 2023, due to very low customer usage.

We would like to apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services. Details of alternative Post Office branches in the area are shown below:

- Edith Weston Post Office, Church Lane, Edith Weston, Oakham, LE15 8EY
- South Luffenham Mobile Service, Opposite the Church, The Street, South Luffenham, Oakham, LE15 8NX

The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. We are pleased to let you know that we have introduced a new Mobile Service to the communities of Somerby and Exton. I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

The postmaster from Uppingham Post Office is operating the Mobile services to the communities at Somerby and Exton, which commenced from Monday 9 January 2023.

To accommodate the new Mobile services Somerby and Exton, we have made changes to the opening hours to Hallaton and Caldecott Mobile Services, which also took effect from Monday 9 January 2023.

Details of changes to the Mobile Post Office services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities.

If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter. If you have any questions about the new service, please contact the National Consultation Team, as detailed below.

Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

We hope that you and the local community will support the Post Office services in your area.

Yours faithfully

Anne Murphy

Anne Murphy
Network Provision Lead

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.

Details of the new Mobile service: Somerby

Somerby Mobile Post Office Service

At the Somerby Village Hall Car Park
61 High Street
Somerby
Melton Mowbray
LE14 2QB

Services

A range of services will continue to be available.

Access

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

New Opening times

Monday	11:45 – 12:45
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Transport/parking

Parking is available at the Somerby Village Hall Car Park.

Getting there

This Mobile Post Office service will be located at the Somerby Village Hall Car Park.

Details of the new Mobile service: Exton

Exton Mobile Post Office Service

The Green
Exton
Oakham
LE15 8AP

Services

A range of services will continue to be available.

Access

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

New Opening times

Friday	13:15 – 14:15
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Transport/parking

Parking is available on The Green and nearby.

Getting there

This Mobile Post Office service will be located at The Green in Exton.

Details of changes to existing Mobile service: Hallaton

**Hallaton Mobile Service, Opposite Pub – The Fox, North End, Hallaton,
Market Harborough, LE16 8UJ**

New opening times

Wednesday	09:30 – 10:30
Friday	09:30 – 10:30

Details of changes to existing Mobile service: Caldecott

**Caldecott Mobile Service, Village Hall Car Park, Church Lane, Caldecott,
Market Harborough, LE16 8RW**

New opening times

Wednesday	11:00 – 12:00
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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

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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³ providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

These Principles have been agreed with Citizens Advice, Citizens Advice 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, Citizens Advice 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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

² Locally elected representatives include 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.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in ² and ³ above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.