



Dear Customer

Temporary Outreach Closure

**Upton Outreach Post Office Service
Upton and Kexby Village Hall, Upton Road, Kexby, Gainsborough, DN21 5NP**

We are writing to inform you that, regrettably, the postmaster from The Oval Post Office branch has decided to resign from operating the Outreach service at the above location. This Outreach service will, therefore, be closing on Thursday 13 July 2023 at 12:00.

Post Office is facing a particularly challenging period, as are other high street retailers. The impact of rising costs, inflation and restrictions on our funding from Government mean that while we will always look to re-open branches when they close, we cannot commit to doing so in every instance. Post Office must ensure its limited funding benefits the most customers across the country, so that the network remains sustainable and can meet evolving customer demand. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a Post Office and 90% are within 1 mile and will continue to review this position and prioritise those areas with the highest need. We have completed a review of service provision in Upton and currently we are not looking to open a replacement branch at this time.

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.

We will display posters at the Outreach premises to inform customers.

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 would like to 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 if we have any news about plans for future service provision in the local area.

We would like to thank you for your patience and support at this time.

Yours faithfully

Allison Wallace

**Allison Wallace
Network Provision Manager**

How to contact us:

comments@postoffice.co.uk

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.

Alternative branches

Some branches may need to make changes to their opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Stow Outreach Post Office

St Mary's Church
Church Road
Stow
Lincoln
LN1 2DE

Opening times

Tuesday	13:00 – 16:00
Thursday	09:30 – 12:30

Services

Offers similar services, with the addition of Euros On Demand Travel Money, however excluding, Vehicle Tax.

Access

Access at St Mary's Church is level with a wide door at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 3 miles away from Upton Outreach service, along varied terrain. Roadside parking is available outside St Mary's Church and nearby. There is a regular bus service available between Upton Outreach service and this Post Office service. The nearest bus stop is approximately 140 metres away.

Corringham Outreach Post Office

Corringham Village Hall
10A Middle Street
Corringham
Gainsborough
DN21 5QR

Opening times

Tuesday	14:00 – 16:00
Thursday	09:00 – 11:00

Services

Offers the same range of Post Office products and services.

Access

Access at the main front entrance of the Village Hall is via steps and a wide door. The car park entrance from the rear of the Village Hall has wide doors with handrails and access is level. Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 4 miles away from Upton Outreach service, along varied terrain. There is a dedicated car park adjacent to and at the rear of the Village Hall. There are local buses serving in the surrounding area.

Queensway Post Office

28 Queensway
Gainsborough
DN21 1SN

Opening times

Monday – Saturday	06:30 – 20:30
Sunday	07:00 – 16:00

Services

Offers similar services, however excluding, Vehicle Tax, and On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 4.3 miles away from Upton Outreach service, along varied terrain. Parking is available in the layby outside the branch and nearby. There are local buses serving in the surrounding area.

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

Comments@postoffice.co.uk

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.