



Dear customer

**Changes to Wheatley Outreach Service
Affecting Clayworth, Dunham on Trent, Elkesley, Gringley on The Hill, Lound, Stow,
Sturton-by-Stow, Sutton-Cum-Lound, Torksey, Walkeringham, Sturton-Le-Steeple
Clarborough Hosted Outreaches**

We are writing to let you know that we are making some changes to the above Hosted Outreach Services. These services will be operating from a Mobile van, with some changes to the opening hours and will close on Friday 6 June 2025. The new mobile services will commence operating from week commencing Monday 9 June 2025.

To accommodate the new Mobile services there will be some changes to the current hours at Clarborough Outreach Service. Full details of the changes to these services are provided at the end of this letter.

We will display posters locally to tell customers the good news. 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 are keen to introduce the Mobile services to the local communities so we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the proposed days and opening hours?

We will be accepting comments until Tuesday 13 May 2025. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new service are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for this service either by service name, postcode, or the unique code **944311**

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

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.

Yours faithfully

Tajinder Khehra

Tajinder Khehra
Area Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your
envelope for your letter to reach us.**

Want to tell us what you
think right here and now –
scan here.

If you don't have a QR
code scanner on your
phone, you can find one in
your app store.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Details of the new Wheatley Mobile Service:

Clayworth Mobile Service		Services				
Car park The Blacksmiths Town Street Retford DN22 9AD		The same services will continue to be available.				
Opening times		Access				
<table><tr><td>Mon</td><td>15:30 – 16:45</td></tr><tr><td>Wed</td><td>08:45 – 09:30</td></tr></table>		Mon	15:30 – 16:45	Wed	08:45 – 09:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Mon	15:30 – 16:45					
Wed	08:45 – 09:30					
Parking						

Parking will be available close to where the Mobile van will be parked.

Dunham on Trent Mobile Service		Services				
Car park Dunham on Trent Village Hall Low St (off Main St) Dunham on Trent Newark NG22 0FJ		The same services will continue to be available.				
Opening times		Access				
<table><tr><td>Tue</td><td>14:00 – 15:15</td></tr><tr><td>Thu</td><td>10:15 – 11:15</td></tr></table>		Tue	14:00 – 15:15	Thu	10:15 – 11:15	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Tue	14:00 – 15:15					
Thu	10:15 – 11:15					
Parking						

Parking will be available close to where the Mobile van will be parked.

Details of the New Mobile Services (Continued)

Elkesley Mobile Service		Services
Car park Elkesley Memorial Hall High St DN22 8AJ		The same services will continue to be available.
Opening times		Access
Tue	15:30 – 16:45	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Thu	09:00 – 10:00	
Parking		
Parking will be available close to where the Mobile van will be parked.		

Gringley On the Hill Mobile Service		Services
Car Park Gringley On the Hill Community Centre West Wells Lane Gringley On the Hill DN10 4QY		The same services will continue to be available.
Opening times		Access
Mon	14:15 – 15:15	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Wed	09:45 – 10:30	
Parking		
Parking will be available close to where the Mobile van will be parked.		

Lound Mobile Service		Services
Car park at Bluebell Inn 71 Town Street Retford DN22 8RT		The same services will continue to be available.
Opening times		Access
Mon	10:45 – 12:15	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Wed	13:00 – 14:00	
Parking		
Parking will be available close to where the Mobile van will be parked.		

Stow Mobile Service	Services
Car park The Cross Keys 4 Stow Park Rd Stow Lincoln LN1 2DD	The same services will continue to be available.

Opening times	Access				
<table border="1"> <tr> <td>Tue</td><td>09:00 – 10:30</td></tr> <tr> <td>Thu</td><td>15:00 – 16:45</td></tr> </table>	Tue	09:00 – 10:30	Thu	15:00 – 16:45	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Tue	09:00 – 10:30				
Thu	15:00 – 16:45				

Parking

Parking will be available close to where the Mobile van will be parked.

Sturton-by-Stow Mobile Service	Services				
Car park Sturton-by-Stow Village Hall 2 Stow Rd LN1 2AA	The same services will continue to be available.				
Opening times	Access				
<table border="1"> <tr> <td>Tue</td><td>10:45 – 12:15</td></tr> <tr> <td>Thu</td><td>13:00 – 14:45</td></tr> </table>	Tue	10:45 – 12:15	Thu	13:00 – 14:45	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Tue	10:45 – 12:15				
Thu	13:00 – 14:45				

Parking

Parking will be available close to where the Mobile van will be parked.

Details of the New Mobile Services (Continued)

Sutton-Cum-Lound Mobile Service		Services				
Car park Sutton-Cum-Lound Village Hall 38 Town St Retford DN22 8PT		The same services will continue to be available.				
Opening times		Access				
<table><tr><td>Mon</td><td>09:00 – 10:30</td></tr><tr><td>Wed</td><td>14:15 – 15:15</td></tr></table>		Mon	09:00 – 10:30	Wed	14:15 – 15:15	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Mon	09:00 – 10:30					
Wed	14:15 – 15:15					
Parking						

Parking will be available close to where the Mobile van will be parked.

Torksey Mobile Service		Services				
Car Park The Elms Retirement Park Torksey Lock Lincoln LN1 2EH		The same services will continue to be available.				
Opening times		Access				
<table><tr><td>Tue</td><td>13:00 – 13:45</td></tr><tr><td>Thu</td><td>11:30 – 12:15</td></tr></table>		Tue	13:00 – 13:45	Thu	11:30 – 12:15	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Tue	13:00 – 13:45					
Thu	11:30 – 12:15					
Parking						

Parking will be available close to where the Mobile van will be parked.

Walkeringham Mobile Service	Services				
Car park Walkeringham Village Hall Stockwith Rd Walkeringham Crowle DN10 4JE	The same services will continue to be available.				
Opening times	Access				
<table border="1"> <tr> <td>Mon</td><td>13:00 – 14:00</td></tr> <tr> <td>Wed</td><td>10:45 – 12:15</td></tr> </table>	Mon	13:00 – 14:00	Wed	10:45 – 12:15	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Mon	13:00 – 14:00				
Wed	10:45 – 12:15				

Parking

Parking will be available close to where the Mobile van will be parked.

Sturton-Le-Steeple Mobile Service	Services		
Car park Reindeer Inn Church St Retford DN22 9HQ	The same services will continue to be available.		
Opening times	Access		
<table border="1"> <tr> <td>Wed</td><td>15:30 – 16:45</td></tr> </table>	Wed	15:30 – 16:45	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Wed	15:30 – 16:45		

Parking

Parking will be available close to where the Mobile van will be parked.

Details of the existing Hosted service opening hours:			
Clarborough Outreach Service Car Park, Village Hall, Main Street, Clarborough, Retford, DN22 9LN			
Current opening times		New opening times	
Monday	09:00 - 12:30	Monday	09:00 - 12:30
Tuesday	09:00 - 12:30	Tuesday	09:00 - 12:30
Thursday	09:00 - 12:30	Thursday	09:00 - 12:30
Friday	09:00 - 12:30		

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

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified² and where there is no degradation of access to Post Office services (into and inside the premises).

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 representatives³, the Consumer Advocacy Bodies and selected charities⁴, 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, 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

Textphone: 03457 22 33 55

FREEPOST Your Comments

² Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

³ 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.

⁴ 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 3 and 4 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.