

Dear Customer

Changes to Wigton Outreach Mobile Service
Affecting: Dockray, Greysouthern and Embleton Services

We are writing to inform you that, regrettably, due to low customer usage the services at Dockray, Greysouthern and Embleton operated by the Postmaster from Wigton Post Office has become unsustainable to operate, and therefore these services will cease on Friday 28 March 2025: at 11:00 - Dockray, 14:00 - Greysouthern and 12:50 - Embleton.

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 reopen branches when they close, we cannot commit to doing so in every instance. We have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. I can assure you that we will continue to work to find a solution that will provide a Post Office service to these communities.

We would like to apologise for the closure and for any inconvenience this may cause. Customers requiring Post Office facilities may continue to use any Post Office service. 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 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.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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

Samuel Williams

Samuel Williams
Area Change Manager

How to contact us:

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

Alternative branches

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Alternatives Post Office services for Dockray Hosted Outreach Service

Located at: Farm Track, Grid Ref NY392215, Dockray, Penrith, CA11 0JY

Pooley Bridge Post Office		Services
Pooley Bridge Penrith CA10 2NP		Offers the similar services, however excluding Vehicle Tax and a comprehensive range of Travel Money except for Euros.
Opening times		Access
Mon, Tues Thurs, Fri	09:30 – 16:30	This branch has a wide door and steps at the entrance.
Wed, Sat	09:30 – 18:00	
Sun	Closed	
Getting there		

This Post Office service is located approximately 6.5 miles away from Dockray Outreach Service, along varied terrain. Parking is available directly outside the branch. There are local buses serving the surrounding area.

Greystoke Post Office		Services
Church Road Greystoke Penrith CA11 0TW		Offers similar services, however excluding a comprehensive range of Travel Money.
Opening times		Access
Mon - Sat	07:30 – 12:30 16:00 – 17:30	This branch has a wide door and a slight step at the entrance.
Sun	Closed	
Getting there		

This Post Office service is located approximately 7.1 miles away from Dockray Outreach Service, along varied terrain. Roadside parking is available nearby the branch. There are no direct bus services available between Dockray Outreach Service and this Post Office.

Alternatives Post Office services for Greysouthern Hosted Outreach Service

**Located at: Telegraph Pole Outside 4 Went Meadows, Greysouthern,
Cockermouth, CA13 0UH**

Workington Post Office		Services
12 Murray Road Workington CA14 2AD		Offers similar services, with the addition of Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	09:00 – 17:30	This branch has a wide door and level access at the entrance.
Sun	Closed	
Getting there		

This Post Office service is located approximately 5.0 miles away from Greysouthern Outreach Service, along varied terrain. Time restricted Roadside parking is available directly outside the branch. There are local buses serving the surrounding area.

Corporation Road Post Office		Services
91 Corporation Road Workington CA14 2PL		Offers the similar services, with the addition, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 18:00	This branch has a wide door and a step at the entrance.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		

This Post Office service is located approximately 5.5 miles away from Greysouthern Outreach Service, along varied terrain. Time restricted Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternatives Post Office services for Embleton Hosted Outreach Service

Located at: Car Park, Grid Ref NY174304, Embleton, Cockermouth, CA13 9XU

Cockermouth Post Office		Services
12 Station Street Cockermouth CA11 0TW		Offers the similar services, with the addition of, a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	09:00 – 17:30	This branch has a wide automatic door and level access at the entrance.
Sun	Closed	

Getting there

This Post Office service is located approximately 3.6 miles away from Embleton Outreach Service, along varied terrain. Time restricted roadside parking is available nearby. There is a frequent bus service available between Embleton Outreach Service and this Post Office service. The nearest bus stop is approximately 230 metres away.

Flimby Post Office		Services
Wedgewood Road Flimby Maryport CA15 8QU		Offers the similar services, however excluding Vehicle Tax.
Opening times		Access
Mon, Tues	09:00 – 20:00	This branch has a wide door and level access at the entrance.
Weds	09:00 – 16:00	
Thurs, Fri	09:00 – 14:00	
Sat	Closed	
Sun	08:00 – 20:00	

Getting there

This Post Office service is located approximately 10.9 miles away from Embleton Outreach Service, along varied terrain. Roadside parking is available nearby. There are no direct bus services available between Embleton Outreach Service and this Post Office.

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.

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 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

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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.