



Dear Customer

Service Re-Opening

**Bedale Post Office
6 Market Place, Bedale, DL8 1EQ**

We are delighted to let you know that Post Office services were restored to Bedale Post Office on Monday 9 September 2026. The service will be operating from the same premises by a temporary postmaster. Please accept my apologies for the late notification on this occasion.

Additionally, the Mobile services at Crakehall, Leeming Bar, Leeming, Snape, Newton le Willows, Well, Carthorpe, Scruton, Morton On Swale, Kirkby Fleetham, Hunton, Finghall, Middleham, Bellerby, West Witton and Dishforth, were restored on Tuesday 8 September 2026.

Please accept my apologies for the late notification.

Full details of the new services are provided at the end of this letter.

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. 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.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

Johnathan Walker

**Johnathan Walker
Retail Change Lead**

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

New Service Details

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

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Bedale Post Office		Services available
6 Market Place Bedale DL8 1EQ		A range of services will be available.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is a ramp with a handrail at the entrance to the premises.
Sat	09:00 – 13:00	

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 Snape Mobile Service

Snape Mobile Service		Services available
Outside Snape Village Institute, Snape Bedale, DL8 2TJ		A range of services will be available.
Opening times		Access
Tuesday	11:15 – 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.
Getting there		
Parking will be available close to where the mobile van will be parked.		

Details for Newton-le-Willows Mobile Service

Newton-le-Willows Mobile Service		Services available
Village Hall Car Park Newton le Willows Bedale, DL8 1SQ		A range of services will be available.
Opening times		Access
Thursday	15:00 – 15:30	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.
Getting there		
Parking will be available close to where the mobile van will be parked.		

Details for Well Mobile Service

Well Mobile Service		Services available
Opposite Manor House Well, Bedale DL8 2QF		A range of services will be available.
Opening times		Access
Tuesday	12:30 - 13:00	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.
Getting there		
Parking will be available close to where the mobile van will be parked.		

Details for Carthorpe Mobile Service

Carthorpe Mobile Service		Services available
Carthorpe Bedale DL8 2LH		A range of services will be available.
Opening times		Access
Tuesday	13:30 - 14:00	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.
Getting there		
Parking will be available close to where the mobile van will be parked.		

Details for Scruton Mobile Service

Scruton Mobile Service		Services available
Car Park Opposite The Coore Arms, Station Road Scruton Northallerton DL7 0QP		A range of services will be available.
Opening times		Access
Tuesday	14:30 – 15:00	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.
Getting there		
Parking will be available close to where the mobile van will be parked.		

Details for Morton On Swale Mobile Service

Morton On Swale Mobile Service		Services available
Layby Outside United Methodist Church, Morton on Swale Northallerton DL7 9RF		A range of services will be available.
Opening times		Access
Tuesday	09:15 – 09:45	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.
Getting there		
Parking will be available close to where the mobile van will be parked.		

Details for Kirkby Fleetham Mobile Service

Kirkby Fleetham Mobile Service		Services available
Kirkby Fleetham Village Hall Carpark, The Green Kirkby Fleetham Northallerton, DL7 0SB		A range of services will be available.
Opening times		Access
Tuesday	10:00 – 11:00	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.
Getting there		
Parking will be available close to where the mobile van will be parked.		

Details for Hunton Mobile Service

Hunton Mobile Service		Services available
Outside the Village Hall Hunton Bedale DL8 1QB		A range of services will be available.
Opening times		Access
Thursday	13:30 – 14:00	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.
Getting there		
Parking will be available close to where the mobile van will be parked.		

Details for Finghall Mobile Service

Finghall Mobile Service		Services available
Car Park The Queens Head Finghall Leyburn DL8 5ND		A range of services will be available.
Opening times		Access
Thursday	14:15 – 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.
Getting there		
Parking will be available close to where the mobile van will be parked.		

Details for Middleham Mobile Service

Middleham Mobile Service		Services available
The Priory West End Middleham Leyburn, DL8 4QG		A range of services will be available.
Opening times		Access
Monday	10:45 – 11:45	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.
Thursday	10:45 – 11:45	
Getting there		
Parking will be available close to where the mobile van will be parked.		

Details for Bellerby Mobile Service

Bellerby Mobile Service		Services available
Outside Myrtle House Bellerby Leyburn, DL8 5QN		A range of services will be available.
Opening times		Access
Monday	12:00 – 13:00	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.
Thursday	12:00 – 13:00	
Getting there		
Parking will be available close to where the mobile van will be parked.		

Details for Dishforth Mobile Service

Dishforth Mobile Service		Services available
Outside Village Hall Dishforth Harrogate, YO7 3JU		A range of services will be available.
Opening times		Access
Monday	15:30 – 15:30	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.
Getting there		
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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 **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 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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

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.