



Dear Customer

Changes to Bedale Mobile Service

We are delighted to let you know that following the temporary closures of Redmire, West Burton & Dishforth Post Offices, we are restoring Post Office services to these locations with the introduction of a temporary Mobile service, whilst we continue to seek permanent solutions. The new Mobile service will start from the week commencing Monday 24 January 2022.

We are pleased to inform you that the postmaster from Bedale Post Office is willing to run the Mobile service at the above locations, which presents the best possible solution to restore Post Office services to communities of Redmire, West Burton and Dishforth. Further details of the new Mobile service locations are provided at the end of the letter.

We've been working hard to identify a solution to restore services locally. A Mobile service, which is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises, is a tried and tested way of maintaining service to smaller communities.

To accommodate the new Mobile service locations, there will be some changes to the current Bedale Mobile service locations at Crakehall, Leeming Bar, West Witton, Newton Le Willows, Bellerby, Middleham, Morton On Swale, Kirkby Fleetham and Hunton. Changes to these services will start from week commencing Monday 24 January 2022.

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

We do hope that you will support the new Mobile service at Redmire, West Burton and Dishforth.

Yours faithfully

Ian Murphy

Ian Murphy
Network Provision Lead

How to contact us:

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

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [postoffice.co.uk/privacy](https://www.postoffice.co.uk/privacy)

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Details of the new temporary Mobile service at Redmire:

Redmire Post Office Mobile service

Outside Village Hall
Redmire
Leyburn
DL8 4ED.

Services

A range of Post Office products and services will be available.

Access

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

Transport/parking

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

Opening times

Wednesday	11:30 – 12:30
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Getting there

This Mobile service is located approximately 0.2 miles from the previous service location.

Details of the new temporary Mobile service at West Burton:

West Burton Post Office Mobile service

Outside Village Hall
West Burton
Leyburn
DL8 4JY

Services

A range of Post Office products and services will be available.

Access

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

Transport/parking

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

Opening times

Wednesday	10:15 – 11:15
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Getting there

This Mobile service is located approximately 0.1 miles from the previous service location.

Details of the new temporary Mobile service at Dishforth:

Dishforth Post Office Mobile service

Outside Village Hall
Dishforth
YO7 3JU

Services

A range of Post Office products and services will be available.

Access

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

Transport/parking

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

Opening times

Monday	15:30 – 16:30
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Getting there

This Mobile service is located approximately 0.3 miles from the previous service location

Details of changes to existing Mobile services:

Crakehall Mobile Service, outside Crakehall Church, The Green, Crakehall, DL8 1HQ**Current opening times**

Monday	09:30 – 10:30
Thursday	09:30 – 10:30
Friday	14:15 – 14:45

New opening times

Monday	09:30 – 10:15
Thursday	09:30 – 10:30
Friday	14:15 – 14:45

Leeming Bar Mobile Service, Leeming Railway Station Car Park, Leeming Bar, Northallerton, DL7 9AR**Current opening times**

Monday	15:30 – 16:30
Thursday	15:30 – 16:30

New opening times

Monday	14:15 – 15:00
Thursday	15:30 – 16:30

West Witton Mobile Service, Near Entrance to Old School Close, West Witton, Layburn DL8 4NF**Current opening times**

Monday	12:45 – 13:45
Thursday	12:45 – 13:45

New opening times

Monday	11:45 – 12:30
Thursday	12:45 – 13:45

Newton Le Willows Mobile Service, Outside Village Hall Car Park, Newton le Willows Bedale, DL8 1SQ**Current opening times**

Wednesday	09:00 – 09:45
Friday	12:00 – 12:45

New opening times

Monday	09:00 – 09:45
Friday	13:30 – 14:00

Bellerby Mobile Service, Outside Myrtle House, Bellerby, Leyburn, DL8 5QN**Current opening times**

Monday	14:00 – 15:00
Thursday	14:00 – 15:00

New opening times

Monday	13:00 – 13:45
Thursday	14:00 – 15:00

Middleham Mobile Service, Key Centre, Park Lane, Middleham, Leyburn, DL8 4RA**Current opening times**

Monday	11:00 – 12:00
Tuesday	09:30 – 10:30
Thursday	11:00 – 12:00
Friday	10:00 – 11:00

New opening times

Monday	10:45 – 11:30
Tuesday	09:30 – 10:30
Thursday	11:00 – 12:00
Friday	10:00 – 11:00

Morton On Swale Mobile Service, Layby Outside United Methodist Church, Morton on Swale, Northallerton, DL7 9RF**Current opening times**

Wednesday	12:30 – 13:00
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New opening times

Wednesday	16:00 – 16:30
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Kirkby Fleetham Mobile Service, Village Hall Car Park, The Green, Kirkby Fleetham,
Northallerton, DL7 0SB

Current opening times

Wednesday	11:15 – 12:15
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New opening times

Wednesday	14:15 – 15:15
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Hunton Mobile Service, Outside Village Hall, Hunton, Bedale, DL8 1QB

Current opening times

Wednesday	10:00 - 10:45
Friday	13:30 – 14:00

New opening times

Wednesday	13:00 – 14:45
Friday	12:00 – 12:45

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 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.