



Cross Roads Post Office®
SMS Workshop Supplies, 117 Bocking, Cross Roads, Keighley, BD22 9AP

Your new branch

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community in Cross Roads. We received 17 responses which welcomed the return of Post Office services to the community and we are pleased to let you know that your new branch is planned to open on Tuesday 25 February 2020 at SMS Workshop Supplies.

Key points raised:

- Access at the new premises
- Parking
- Space inside the store

Response to key points:

Access into the new premises

We are mindful of the needs of all our customers including those with mobility issues. Currently there are steps at the entrance to the premises with a wide door. However the steps would be removed to provide a permanent ramp. Internally, there would be a hearing loop and space for a wheelchair.

Space inside the store

We will work closely with our new operator to make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily. Some internal adjustments to fixtures and fittings will be made to accommodate this. Aisles and the queuing area will be kept free from obstructions ensuring adequate space for all customers to move around the store and access the Post Office services with ease.

The local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services, alongside retail transactions. The Post Office opening hours will be Monday to Friday 08:00 – 17:00 and Saturday 08:30 – 12:30.

Parking

Generally parking is a problem faced in many locations nationwide and the availability of parking spaces is outside the direct control of Post Office Limited. We can confirm, There is a customer car park outside the new premises.

We hope that you will enjoy using the new Post Office.