



Dear Customer,

**Local public consultation – Decision**

**Haworth Post Office  
98 Main Street, Haworth, Keighley, BD22 8DP**

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with modifications to our original proposal.

We will open a new Post Office service at Co-op Foodstore, Station Road, Haworth, BD22 8NF, where it will be known as Station Road Post Office and replace the former Haworth Brow branch. However, we will delay our proposal to merge with the service at Haworth Post Office to allow for a period of further local engagement and to review subsequent customer usage.

Haworth Post Office has been operated by a temporary postmaster since 2014 and no applications have been received to run the service on a permanent basis. While the branch remains open, we will continue to review the service needs in the area and to work with members of the local community to consider any viable, sustainable alternatives to closure. However, should the branch close, Post Office Ltd may not seek to replace it in the Main Street area of Haworth.

I would like to thank everyone who took the time to respond during the consultation. The feedback we received helped us to better understand the views of customers and their representatives which, along with other relevant factors, led to our decision. A summary of the feedback is enclosed.

We remain confident that the layout and location of the new Station Road Post Office branch will meet customer needs and deliver an excellent service for the local community. We are due to open the new Station Road Post Office on Friday 29 October 2021 at 13:00. The enclosed list of available products and services and an information sheet provides further details about the new branch.

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://postofficeviews.co.uk)

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

Yours faithfully

*Hayley Brown*

**Hayley Brown  
Network Provision Manager**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://postofficeviews.co.uk)

FREEPOST Your Comments

**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.**

## **Appendix A**

### **Response to Local Public Consultation**

**Consultation started** Friday 16 July 2021

**Consultation ended** Friday 27 August 2021

#### **Consultation responses**

- 408 responses from customers and local representatives
- 61 Campaign letters
- 01 Petition consisting of 5,684 signatures

#### **Meetings**

Post Office representatives met with Mr Robbie Moore MP on Friday 13 August 2021.

#### **Key issues raised**

- Distance and getting to the new location
- Parking
- Products and services
- Access internal space
- Staff training

#### **Response to issues raised**

##### **Distance and getting to the new location**

The new premises are located approximately 270 metres from the former Haworth Brow Post Office and 960 metres from Haworth Post Office. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, like those on the eastern side of Bridgehouse Beck river, regrettably others will have further to travel. We also understand the difficulty expressed in local feedback for customers who would need to negotiate the steep hill to walk from and back to the Main Street area to access the new service at Station Road and we have modified our consultation proposal to delay the relocation of services from Haworth Post Office for further review.

##### **Parking**

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited a further review of parking has been carried out and has confirmed that a customer carpark is available at the new premises with designated disabled parking. Additionally, with the greatly extended opening times including early morning, late evening and Sunday, customers can also choose to visit at times to better suit their needs.

##### **Products and services**

A wide range of services will still be available at the new branch, including personal banking services. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counter of the new branch, during the new extended opening hours. Business banking services will also be available, and customers can discuss the maximum transaction values with our retail partner operator. A list of available products and services at the new branch is detail later in this letter.

**Access and internal space**

Access at the new location is level with an automatic door at the entrance to the new premises. Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

**Staff training**

The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

## Appendix B

### Station Road Post Office Information Sheet

Co-op Foodstore, Station Road, Haworth, BD22 8NF

#### New opening hours

Mon - Sun	07:00 - 22:00
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**During the Coronavirus pandemic the branch may need to make changes to its opening hours. The latest available branch information can be found on our website**

**[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

#### **Services**

A wide range of products and services will be available from a Post Office serving point at the retail counter.

#### **Access**

Access will be level with an automatic door at the entrance to the new branch. Internally, there will be a hearing loop and space for a wheelchair.

#### **Getting there**

The new branch will be located approximately 270 metres from the former Haworth Brow Post Office and 960 metres away from Haworth Post Office, along varied terrain.

There are local buses serving the surrounding area.

A customer carpark will be available at the new branch with designated disabled parking.

#### **Retail**

Convenience store.

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<b>Station Road Post Office services available</b> <b>For information about product availability call 03457 223344.</b> <b>For details of maximum value of transactions, please speak to the operator.</b>	
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
MoneyGram	✓
Change giving	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✗
<b>Payment by cheque</b>	✓
Products mark with ✗ are available at <b>Oakworth Post Office</b> , Victoria Road, Oakworth, Keighley, BD22 7HT	Opening times: Mon – Sun 07:00 – 22:00

## **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](https://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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

**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**  
**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</sup> There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

<sup>2</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

<sup>3</sup> 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.

<sup>4</sup> 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.