



Dear Customer,

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

I'm writing to update you following Post Office's decision in October 2021 to move the above Post Office branch into the Co-op Foodstore in Station Road, Haworth, BD22 8NF.

As you may recall, following public consultation in July 2021, Post Office opened a new branch at Co-op Foodstore, Station Road on 29 October 2021. Post Office also decided at this time to delay its plans to merge the Haworth branch with this new branch to allow for an extended period of local engagement and to review subsequent customer usage.

A Forum was established comprised of Post Office representatives and Haworth community representatives and meetings took place in November 2021 and March 2022. Post Office acknowledged the concerns from the local community, specifically those related to the difficulties some elderly and vulnerable customers may have in accessing the new Post Office at Station Road due to the local geography.

At the Forum meeting in March, Post Office put forward a proposal to introduce an Outreach service at the top of the hill in the Main Street area. Outreach services are operated by a postmaster from a nearby branch who visits the community to provide regular access to Post Office products and services each week. This Outreach would be an additional service in Haworth for customers who may find it difficult to access the Post Office at Station Road from Main Street.

In addition, over the past several months Post Office discussed its continued analysis of customer usage of Post Office provision in Haworth with Forum members. The analysis continues to show a steady increase in customer usage of the Post Office at Station Road, with customer visits showing particular growth during the extended opening hours.

After consulting on our plans last year to relocate Haworth Post Office, we will be proceeding to merge the services to the permanent branch on Station Road on 29 July 2022.

We remain confident that the layout and location of Station Road Post Office will meet customer needs and will continue to deliver an excellent service for the local community, with a range of product and services available over longer operating hours.

Full details about the branch are provided at the end of this letter together with a list of the products and services which are available.

Further information about the new Outreach service in Haworth will be shared as soon as the location and details are confirmed.

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

Thank you to everyone who contacted us with their feedback during and after the public consultation, and to the Forum members for their time and contribution over the past several months.

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

*Allison Wallace*

**Allison Wallace**  
**Network Provision Manager**

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

### Station Road Post Office Information Sheet

Co-op Foodstore  
Station Road  
Haworth  
BD22 8NF

#### 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 range of products and services are available from a Post Office serving point at the retail counter.

#### Access

The branch has level access and a wide automatic door at the entrance. Internally, there is a hearing loop and space for a wheelchair.

#### Getting there

The branch is located approximately 960 metres away from Haworth Post Office, along varied terrain.

There are local buses serving the surrounding area.

There is a dedicated customer car park at the branch with designated disabled parking.

#### Retail

Convenience store.

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**Station Road Post Office services available**

**For information about product availability call 03457 223344.**

**For details of maximum value of transactions, please speak to the operator.**

<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](http://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.