



Dear Customer

Haworth Outreach Service
The Black Bull Inn, 119 Main Street, Haworth, BD22 8DP

I'm writing further to our letter 06 June 2022 confirming the merger of Haworth Post Office into the Co-op Foodstore in Station Road, Haworth, BD22 8NF and our intention to provide an outreach service in the Main Street area of Haworth.

Outreach services are operated by a postmaster from a nearby branch, who visits the local community to provide regular access to Post Office services each week, and we are pleased to confirm the postmaster from Lidget Green Post Office, who also managed the Haworth Post Office prior to its closure on 29 July, will operate the new outreach Post Office service from The Black Bull Inn, 119 Main Street, a short distance from the Haworth Post Office branch location.

We are introducing this additional service as we recognise that some elderly and vulnerable customers may have difficulty in accessing the new branch at Station Road due to the local geography. The new outreach service operating from The Black Bull is scheduled to commence from Monday 01 August 2022 at 10:00. Full details of the new service are provided below.

I hope the local community will welcome this new, additional service. If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

Yours faithfully

Allison Wallace

Allison Wallace
Network Provision Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

During the Coronavirus pandemic some branches may need to make changes to their opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder

New service details:

Haworth Outreach Service

Haworth Access Point
Black Bull Inn
119 Main Street
Haworth
BD22 8DP

Opening times

Monday	10:00 – 12:00
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Services

A range of products and services will be available, as detailed on the following products and services sheet.

Access

The Black Bull Inn has a wide door and a ramp with a handrail at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This new Outreach Post Office service is located approximately 25 metres away from the current Haworth branch, along varied terrain.

There is a free customer car park located adjacent to the Black Bull Inn.

Nearest Post Office service offering more opening hours:

Station Road

Co-op Foodstore
Station Road
Haworth
BD22 8NF

Opening times

Mon - Sun	07:00 - 22:00
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Services

A wider range of products and services are available including vehicle tax.

Access

Access is level with an automatic door at the entrance of the premises. Internally, there is a hearing loop and space for a wheelchair.

Getting there

Approximately 700 metres away from the new outreach location, along varied terrain.

There are local buses serving the surrounding area.

A customer carpark is available with designated disabled parking.

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.

Products and services sheet

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

	Haworth outreach	Station Road branch
Mail		
First & Second Class mail	✓	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	✓	✓
Withdrawals, deposits and payments		
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	✓	✓
Driving		
Vehicle tax	✗	✓
Licences		
Rod fishing licences	✗	✓
Travel		
Pre-order travel money	✗	✓
On demand travel money	✗	Euros
Travel insurance referral	✗	✓
Mobile Top-ups & E vouchers	✓	✓
Payment by cheque	✓	✓

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
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

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.