



Dear Customer

Service Re-Opening

Helmsley Post Office

25 Bridge Street, Helmsley, York, North Yorkshire, YO62 5DX.

We are delighted to let you know that permanent Post Office services will be restored to Helmsley Post Office soon. The branch closed in November 2022 due to operational reasons.

The permanent service will be operated by a new Postmaster at the above premises, offering a range of Post Office products and services from two open plan serving counters. Full details of the new service are provided at the end of this letter. The exact opening date is currently being finalised with the new postmaster and the existing temporary postmaster.

The current interim Hosted Outreach Service operating from: Black Swan Hotel, 11 Market Place, Helmsley, YO62 5BJ, since August 2023, will cease operation when the permanent service opens. Date to be finalised.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service.

If you are a local representative, 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 there are any unforeseen changes to the opening date, posters will be displayed in branch to let customers know.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

Ian Murphy

Ian Murphy
Network Provision Lead

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

New Service Details:

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Helmsley Post Office

25 Bridge Street
Helmsley
York
North Yorkshire
YO62 5DX

Services

The same services will be available from two open plan counter serving positions.

Access

This branch has a wide door and access is via four steps with a handrail at the entrance. There is a rear entrance door with level access.

Opening times

Monday - Friday	09:00 – 18:00
Saturday	09:00 – 13:00
Sunday	Closed

Getting there

No change

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure¹/planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

These Principles have been agreed with Citizens Advice, Consumer 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, Consumer 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](https://postofficeviews.co.uk)

FREEPOST Your Comments

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Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.