



Dear Customer

**King Cross Road Post Office®  
224 King Cross Road, Halifax, HX1 3JP**

**Local public consultation decision**

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office into 259 King Cross Road, Halifax, HX1 3JL, formerly the mobility shop, where it will be operated by a retail partner.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

Due to unforeseen circumstances the current branch did not close on Thursday 27 May 2021 and the new Post Office service will not open at the new premises on Friday 28 May 2021, as previously advised.

The current branch at 224 King Cross Road, closed on Tuesday 25 May 2021. We are pleased to update you, that your new-look Kings Cross Road Post Office branch is scheduled to open at the new premises at 259 King Cross Road, Halifax, on Friday 4 June 2021 at 13:00

We apologise for the late notification on this occasion and please accept our apologies for any inconvenience caused by the delay of the Post Office relocation.

If there are any unforeseen schedule changes to the opening date, posters will be displayed locally let customers know.

Please accept our apologies for the short break in service whilst we complete our plans to open the new branch. During this period of temporary closure customers may use any convenient Post Office branch. The following alternative branches are located nearby for your convenience:

- Halifax Post Office, 5 Market Street, Halifax, HX1 1PB
- Highroad Well Post Office, 571 Gibbet Street, Highroad Well, Halifax, HX2 0AL

The latest available branch information can be found on our website,  
[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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

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

*Hayley Brown*

**Hayley Brown  
Network Provision Manager**

postofficeviews.co.uk

comments@postoffice.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** 5 February 2021

**Consultation ended** 19 March 2021

#### **Consultation responses**

- 7 responses from customers and local representatives

#### **Key issues raised**

- Distance and Location
- Premises and Access
- Parking

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

##### **Distance and Location**

The new premises are located approximately 100 metres from the current site along level terrain, on the high street shopping parade. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel.

##### **Premises and Access**

The new premises formerly the mobility shop, is currently empty and will undergo a full refurbishment to incorporate a Stationery, Toys and Confectionery retail store together with King Cross Road Post Office. We will work closely with the new agent to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. Internally, there would be space for a wheelchair.

While there is a step at the former mobility shop new agent has been advised by Highways England that a permanent ramp to ease access into the premises would not be granted. There is a wide door at the entrance, and I am pleased to advise the new agent will provide a portable ramp to assist the less abled customers. A bell will be installed at the entrance to the new premises along with a signage on how to request assistance. A grab rail will also be installed. Internally, there will be a hearing loop.

##### **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. However, we have conducted a further review of parking and can confirm time restricted roadside parking is available outside the new premises and nearby. There is also a pay and display car park on Haugh Shaw Road West at the rear of the shopping parade.

## Appendix B

King Cross Road Post Office information sheet															
<b>Address</b>	259 King Cross Road Halifax HX1 3JL														
<b>Post Office Opening hours</b>	<table border="1"> <tr><td>Mon</td><td>08:30 – 17:30</td></tr> <tr><td>Tue</td><td>08:30 – 17:30</td></tr> <tr><td>Wed</td><td>08:30 – 17:30</td></tr> <tr><td>Thu</td><td>08:30 – 17:30</td></tr> <tr><td>Fri</td><td>08:30 – 17:30</td></tr> <tr><td>Sat</td><td>08:30 – 13:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	08:30 – 17:30	Tue	08:30 – 17:30	Wed	08:30 – 17:30	Thu	08:30 – 17:30	Fri	08:30 – 17:30	Sat	08:30 – 13:00	Sun	Closed
Mon	08:30 – 17:30														
Tue	08:30 – 17:30														
Wed	08:30 – 17:30														
Thu	08:30 – 17:30														
Fri	08:30 – 17:30														
Sat	08:30 – 13:00														
Sun	Closed														
<b>Distance</b>	100 metres away from the previous branch, along level terrain.														
<b>Products &amp; Services</b>	A wide range of products and services will be available.														
<b>Serving positions</b>	There will be two serving positions, for use at the retail counter and available during shop opening hours.														
<b>Accessibility</b>	<p><b>Access and facilities</b> Currently there is a step at the entrance to the new premises, however a portable ramp will be available on request.</p> <p>A bell and signage will be installed at the entrance to the new premises and internally, there will be a hearing loop.</p> <p><b>Parking</b> Time restricted roadside parking is available outside the new premises and nearby.</p> <p>There is a pay and display car park on Haugh Shaw Road West at the rear of the shopping parade.</p>														
<b>Retail</b>	Stationery, Toys and Confectionery														
<b>Date of move</b>	13:00 on Friday 4 June 2021														

King Cross 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.	
	New branch
<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>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros/Dollars</b>
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	✓
<p>Products marked <b>x</b> are available at <b>Halifax</b> Post Office, 5 Market Street, Halifax, HX1 1PB</p> <p>Other products are available at <b>Highroad Well</b> Post Office, 571 Gibbet Street, Highroad Well, Halifax, HX2 0AL</p>	
<p>Opening times: Mon – Sat 09:00 – 17:00</p> <p>Opening times: Mon – Fri 08:30 – 17:30 Sat 08:30 – 13:00</p>	

## **Principles of Community Engagement on changes to the Post Office network**

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 closure<sup>1</sup>/ 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.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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<sup>4</sup>
- 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<sup>5</sup> 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**  
**comments@postoffice.co.uk**  
**FREEPOST Your Comments**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

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

<sup>2</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>3</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 2 and 3 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.

<sup>4</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>5</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.