



Dear customer

**Changes to Kirkburton Mobile Outreach Service
Affecting Upper Hopton and Honley Mobile Services**

We are writing to inform you that, regrettably, due to low customer usage the service at Upper Hopton Mobile Service operated by the Postmaster from Kirkburton Post Office has become unsustainable for the postmaster to operate, and it will be closing on Thursday 10 September 2026 at 13:15.

When a service closes, through postmaster resignation or as in this instance, unexpectedly, Post Office undertake a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office services. Consequently, we are not looking to replace the service at Upper Hopton at this time.

Additionally, we are continually looking to refresh our network and ensure we meet our customer needs, we will be introducing a new mobile service commencing on Thursday 17 September 2026 at 11:50. This service will be operating from Tom Moorhouse Haulage Yard, Central Garage, Concord Street, Honley, HD9 6AE, by the postmaster from Kirkburton Post Office.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of possible alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Further details of the new mobile service are provided at the end of this letter.

We will display posters locally to let our customers know. 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. If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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.

We do hope that you will support this new mobile service.

Yours faithfully

Tajinder Khehra

Tajinder Khehra
Retail Change Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Alternative branches for Upper Hopton Mobile Service

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website

www.postoffice.co.uk/branch-finder

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

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Kirkheaton Post Office		Services available
Costcutter 1 Moorside Road Kirkheaton Huddersfield HD5 0LU		Offers similar services, however excluding Vehicle Tax and Euro/Dollars Travel Money.
Opening times		Access
Mon - Fri	12:00 – 16:30	Access is via a step or a ramp with handrails.
Sat	Closed	
Sun	Closed	
Getting there		
Approximately 1.1 miles from Upper Hopton services, along varied terrain, Roadside parking is available nearby. There are local buses serving the surround area.		

Mirfield Post Office		Services available
Mirfield Co-op Huddersfield Road Mirfield WF14 8AN		Offers the same services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance.
Opening times		Access
Mon - Sat	09:00 – 17:30	Access is level at the entrance to the premises.
Sun	Closed	
Getting there		
Approximately 1.3 miles from Upper Hopton Post Office branch, along varied terrain. There is car park outside the branch with dedicated disabled parking bays. There are local buses serving the surround area.		

Details of the new Mobile Services:

Honley Mobile Service		Services available
Tom Moorhouse Haulage Yard Central Garage Concord St Honley HD9 6AE		A range of services will be available.
Opening times		Access
Thursday	11:50 – 12:50	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Getting there		
Parking will be available close to where the mobile van will be parked.		

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 advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

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.