



Dear Customer

Kirkburton Mobile Services

We are delighted to let you know that we will be restoring the Post Office services to the communities of Shepley, Brockholes, Kirkheaton, Scholes, Middlestown, Netherton, Grange Moor, Roberttown and Kirkthorpe.

Since the closure of the above services, we have been working hard to identify a solution to restore services locally and we are pleased to be able to reinstate a temporary Mobile Post Office service to the communities, whilst we continue to seek a permanent solution.

We are therefore introducing a Mobile service, which is a tried and tested way of maintaining services to the communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises that has formed part of our operational network for some years now.

Shelley Post Office, which is currently operating as a Hosted Outreach service from within Shelley Village Hall, Huddersfield Road, Shelley, Huddersfield, HD8 8HE, will cease on Thursday 29 July 2021. We have replaced this service with a Mobile Post Office service, which will operate from a new service stop, from the Car Park at The Flying Ferret, 95 Huddersfield Road, Shelley, Huddersfield, HD8 8HF. The Mobile service will operate on Tuesdays between 13:45 and 14:45, and on Thursdays between 12:00 and 13:00.

Following the closure of Middlestown Post Office, we will be restoring the Post Office services to the local community with a Mobile van service. The Mobile van service will operate from a new service stop, from the Car Park at the Black Swan, 1 Green Lane, Overton, Wakefield, WF4 4RE. This service will be known as Overton Post Office and will operate on Fridays between 09:30 and 10:30.

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. We are therefore pleased to let you know that we are also planning to introduce a new Mobile service to the communities of Farnley Tyas, Upperthong and Upper Hopton.

The Postmaster from Kirkburton Post Office will offer the Post Office services to the above locations, and this is planned to commence from Friday 30 July 2021.

Details of changes to the Post Office services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities.

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

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, 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.

Thank you for your support in restoring a Post Office service.

Yours faithfully

Richard Clark

Richard Clark
Network Provision Lead

How to contact us:

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.

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 Temporary Mobile Service Details at: Shepley

Shepley Post Office		Services
At the Car Park		A range of Post Office services will continue to be available.
The Black Bull		Customers can still collect benefits in cash using our everyday
1 Marsh Lane		banking services or Post Office card account.
Shepley		
Huddersfield		Access
HD8 8AE		There is a step into the Mobile vehicle, however, an electronic
Opening times		tailgate is available to facilitate easy access for wheelchair users
Thursday	13:15 – 14:15	and those with disabilities.

Getting there

This Mobile service is located approximately 50 metres away from the previous branch, along varied terrain. Parking is available at The Black Bull Car Park and roadside parking is available nearby.

New Temporary Mobile Service Details at: Brockholes

Brockholes Post Office

At the Car Park
Brockholes Bowling Club
239 New Mill Road
Brockholes
Holmfirth
HD9 7AL

Opening times

Thursday	10:45 – 11:45
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Services

A range of Post Office services will continue to be available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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

This Mobile service is located approximately 500 metres away from the previous branch, along varied terrain. Parking is available at the Brockholes Bowling Club Car Park and roadside parking is available nearby. There are local buses serving the surrounding area.

New Temporary Mobile Service Details at: Kirkheaton

Kirkheaton Post Office

Outside the Takeaway Shop
Kirkheaton Spice
2 Moorside Road
Kirkheaton
Huddersfield
HD5 0LX

Opening times

Tuesday	12:15 – 13:15
Thursday	09:15 – 10:15

Services

A range of Post Office services will continue to be available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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

This Mobile service is located approximately 650 metres away from the previous branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

New Temporary Mobile Service Details at: Scholes

Scholes Post Office

In the Layby Lane Outside the Chapel
On Marsh Road
Scholes Methodist Church
Scholes
Holmfirth
HD9 1TA

Opening times

Tuesday	10:45 – 11:45
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Services

A range of Post Office services will continue to be available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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

This Mobile service is located approximately 550 metres away from the previous branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

New Temporary Mobile Service Details at: Netherton

Netherton Post Office

At the Car Park
Star Inn
211 Netherton Lane
Netherton
Wakefield
WF4 4HJ

Opening times

Friday	10:45 – 11:45
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Services

A range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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

This Mobile service is located approximately 600 metres away from the previous branch, along varied terrain. Parking is available at the Star Inn Car Park and roadside parking is available nearby. There are local buses serving the surrounding area.

New Temporary Mobile Service Details at: Grange Moor

Grange Moor Post Office

At the Car Park
The Grange
Briestfield Road
Grange Moor
Wakefield
WF4 4DX

Opening times

Wednesday	10:45 11:45
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Services

A range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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

This Mobile service is located approximately 400 metres away from the previous branch, along varied terrain. Parking is available at the The Grange Car Park. There are local buses serving the surrounding area.

New Temporary Mobile Service Details at: Roberttown

Roberttown Post Office

At the Car Park
New Inn
139 Roberttown Lane
Roberttown
Liversedge
WF15 7NP

Opening times

Wednesday	09:30 – 10:30
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Services

A range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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

This Mobile service is located approximately 120 metres away from the previous Outreach service, along varied terrain. Parking is available at the New Inn Car Park and roadside parking is available nearby. There are local buses serving the surrounding area.

New Temporary Mobile Service Details at: Kirkthorpe

Kirkthorpe Post Office

Kirkthorpe Community Centre
Near the Kirkthorpe Recreation Ground
Kirkthorpe Lane
Kirkthorpe
Wakefield
WF1 5TA

Services

A range of Post Office services will continue to be available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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.

Opening times

Friday	12:15 – 13:15
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Getting there

This Mobile service is located approximately 120 metres away from the previous Outreach service, along varied terrain. Roadside parking is available nearby.

Changes to the Post Office Service at: Shelley

Shelley Post Office

At the Car Park
The Flying Ferret
95 Huddersfield Road
Shelley
Huddersfield
HD8 8HF

Services

A range of Post Office services will continue to be available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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.

Opening times

Tuesday	13:45 – 14:45
Thursday	12:00 – 13:00

Getting there

This new Mobile service is located approximately 240 metres away from the current Outreach service, along varied terrain. Parking is available at The Flying Ferret Car Park. There are local buses serving the surrounding area.

New Temporary Mobile Service Details at: Overton (Previously known as Middlestown)

Overton Post Office

At the Car Park
The Black Swan
1 Green Lane
Overton
Wakefield
WF4 4RE

Services

A range of Post Office services will continue to be available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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.

Opening times

Friday	09:30 – 10:30
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Getting there

This new Overton Mobile service is located approximately 800 metres away from the previous Middlestown branch, along varied terrain. Parking is available at The Black Swan Car Park. There are local buses serving the surrounding area.

New Mobile Service Details at: Farnley Tyas

Farnley Tyas Post Office

At the Car Park
The Golden Cock Inn
2 The Village
Farnley Tyas
Huddersfield
HD4 6UD

Opening times

Wednesday	13:15 – 14:15
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Services

A range of Post Office services will be available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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

This new Mobile service will be located within the Car Park at The Golden Cock Inn.
Parking will be available at The Golden Cock Inn Car Park.

New Mobile Service Details at: Upperthong

Upperthong Post Office

At the Car Park
The Royal Oak Inn
19 Towngate
Upperthong
Holmfirth
HD9 3UX

Opening times

Tuesday	09:30 – 10:30
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Services

A range of Post Office services will available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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

This new Mobile service will be located within the Car Park at The Royal Oak Inn.
Parking will be available at The Royal Oak Inn Car Park.

New Mobile Service Details at: Upper Hopton

Upper Hopton Post Office

At the Car Park
Croft House
Jackroyd Lane
Upper Hopton
Mirfield
WF14 8HS

Opening times

Wednesday	12:00 – 13:00
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Services

A range of Post Office services will available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

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

This new Mobile service will be located within the Car Park at the Croft House.
Parking will be available at the Croft House Car Park.

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.