



28 September 2017

Dear Sir/Madam

**Changes to Bedale Mobile service**

**Local Public Consultation Decision**

As you may remember, I wrote to you recently to explain that we were restoring Post Office services to the communities of Morton on Swale and Finghall, with the introduction of a Mobile service. These services commenced on 6 and 8 September 2017 respectively. To accommodate these Mobile services we made some minor changes to visiting times of service at Leeming, West Witton and Middleham. These changes commenced on Wednesday 06 September 2017 for Leeming and Friday 08 September 2017 for Middleham and West Witton.

I am now writing to let you know the outcome of the local public consultation. We received two individual response from local representatives during the local public consultation period. The feedback welcomed the introduction of a mobile services at Morton on Swale and Finghall.

I have carefully considered our original proposal and the feedback received during the period of public consultation. I am confident that the introduction of the mobile service at Morton on Swale and Finghall and the adjusted times at other locations presents the best possible solution to allow us to restore and maintain Post Office services to these communities in the longer term.

Full details of the mobile services are provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully

**Kenny Lamont**  
**Network Operations Area Manager**



[postofficeviews.co.uk](http://postofficeviews.co.uk)



[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

**How to contact us:**



Customer Helpline: 03452 66 01 15

Textphone: 3457 22 33 55

Post Office Limited is registered in England and Wales. Registered No. 2154540

Registered Office Finsbury Dials, 20 Finsbury Street, London. EC2Y 9AQ

Post Office and the Post Office logo are registered trade marks of Post Office Limited

**and no further address details are**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**

**Details of the Mobile service at Morton on Swale:**

**Morton on Swale Post Office service**

Layby outside United Methodist Church  
Morton on Swale  
DL7 9RF

**Proposed Opening times**

Wednesday	12:30 – 13:00
-----------	---------------

**Services**

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

**Access and facilities**

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Parking**

Parking available close to the Mobile Van.

### Details of the Mobile service at Finghall:

#### **Finghall Mobile Post Office service**

Car Park at The Queens Head  
W Moor Lane  
Finghall  
Leyburn  
DL8 5ND

#### **Proposed Opening times**

Friday	11:15 – 11:45
--------	---------------

#### **Services**

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

#### **Access and facilities**

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

#### **Parking**

Parking available close to the Mobile Van.

### Details of minor changes to existing Mobile services:

#### **Leeming Mobile Service**

Opposite the Methodist Church  
Roman Road  
Leeming  
DL7 9SN

#### **New Opening times**

Tuesday	15:15 – 16:00
Wednesday	11:30 – 12:15
Friday	15:00 – 16:00

#### **West Witton Mobile Service**

Near Entrance to  
Old School Close  
Main Street  
West Witton  
Leyburn  
DL8 1NF

#### **New Opening times**

Monday	12:45 – 13:45
Thursday	12:45 – 13:45
Friday	09:15 – 09:45

#### **Middleham Mobile Service**

Infront of The Town Hall  
Market Place  
Middleham  
DL8 4NR

#### **New Opening times**

Monday	11:00 – 12:00
Tuesday	09:30 – 10:30
Thursday	11:00 – 12:00
Friday	10:00 – 11:00

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk)