



Dear Customer,

**Unplanned Service Closures**

**Tow Law Mobile Service**

**Affecting Fir Tree, Satley, High Grange, Witton Park 2, Newfield, Cornsay Colliery, Witton Le Wear, Hunwick, Wolsingham, Hamsterley, Byers Green, Toronto, High Etherley, Witton Park, Escomb, Coundon, Ingleton, Westgate and St Johns Chapel Mobile services**

We are writing to inform you that, regrettably, the Mobile services located at Fir Tree, Satley, High Grange, Witton Park 2 and Newfield, will no longer be available due to low customer usage. These services will, therefore, be closing week commencing Monday 17 March 2025.

There will need to be some changes to the current services offered by Tow Law Mobile van, to accommodate these changes affecting the opening times and some visiting days at; Cornsay, Witton Le Wear, Hunwick, Wolsingham, Hamsterley, Byers Green, Toronto, High Etherley, Witton Park, Escomb, Coundon, Ingleton, Westgate and St Johns Chapel Mobile services. These changes will also take effect week commencing Monday 17 March 2025. Further details of the changes to these services are provided at the end of this letter.

We will display posters to tell customers about these changes. 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 you would like a supply of posters, please let us know.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. 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 apologise for the inconvenience the closures may cause and hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are also provided at the end of this letter and the latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

We continue to monitor service usage in the area and will ensure that any service provision is sustainable for both the person operating the service, and for Post Office Limited.

We're carrying out this communication in line with our Principles of Community Engagement. An extract of this is available at the end of this letter.

Yours faithfully,

*Ian Murphy*

**Ian Murphy**  
**Area Change Manager**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](http://postofficeviews.co.uk)  
FREEPOST Your Comments

## Details of alternative branches for Fir Tree Mobile Service closing on

Thursday 20 March 2025:

Howden-le-Wear Post Office		Services
One Stop 41-42 High Street Howden-le-Wear Crook DL15 8HA		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Sun	06:00 – 21:00	This branch has a ramp with a handrail at the entrance to the premises.
Getting there		
This branch is approximately 1.5 miles from Fir Tree Mobile service, along varied terrain. Parking is available nearby.		

Crook Post Office		Services
Premier 10 North Terrace Crook DL15 9AZ		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Travel Insurance and Vehicle Tax.
Opening times		Access
Mon - Fri	06:00 – 17:00	This branch has level access at the entrance to the premises.
Sat	06:00 – 12:30	
Sun	Closed	
Getting there		
This branch is approximately 2.6 miles from Fir Tree Mobile service, along varied terrain. Time restricted parking is available outside the branch.		

**Details of alternative branches for Satley Mobile Service closing on**  
**Tuesday 18 March 2025:**

Tow Law Post Office		Services
81A High Street Tow Law Bishop Auckland DL13 4DP		Offers similar services, with the addition of Euro/Dollar Travel Money and Vehicle Tax.
Opening times		Access
Mon - Sat	05:00 – 22:00	This branch has steps at the entrance to the premises.
Sun	05:30 – 22:00	
Getting there		
This branch is approximately 3.6 miles from Satley Mobile service, along varied terrain. Parking is available nearby.		

Lanchester Post Office		Services
4 Front Street Lanchester Durham DH7 0ER		Offers similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Fri	09:00 – 17:00	This branch has a step at the entrance to the premises.
Sat & Sun	09:00 – 13:00	
Getting there		
This branch is approximately 4.1 miles from Satley Mobile service, along varied terrain. Time restricted parking is available nearby. There are local buses serving the surrounding area.		

## Details of alternative branches for High Grange Mobile Service closing on Thursday 20 March 2025:

Howden-le-Wear Post Office		Services
One Stop 41-42 High Street Howden-le-Wear Crook DL15 8HA		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Sun	06:00 – 21:00	This branch has a ramp with a handrail at the entrance to the premises.
Getting there		
This branch is approximately 1.3 miles from High Grange Mobile service, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.		

Witton Park Mobile Service		Services
Witton Park Bishop Auckland DL14 0DX		Offers the same services.
Opening times		Access
Mon & Fri	09:25 – 09:45	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.
Tue	11:30 – 11:45	
Wed	09:00 – 09:30	
Thu	14:35 – 14:45	
<b><u>Opening times from 17/03/2025</u></b>		
Mon	09:45 – 10:45	
Tue	09:00 – 10:00	
Getting there		
This Mobile service is approximately 1.3 miles from High Grange Mobile service, along varied terrain. Parking is available close to the Mobile Van. There are local buses serving the surrounding area.		

**Details of alternative branches for Witton Park 2 Mobile Service closing on  
Friday 21 March 2025:**

Witton Park Mobile Service		Services
Witton Park Bishop Auckland DL14 0DX		Offers the same services.
Opening times		Access
Mon & Fri	09:25 – 09:45	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.
Tue	11:30 – 11:45	
Wed	09:00 – 09:30	
Thu	14:35 – 14:45	
<b><u>Opening times from 17/03/2025</u></b>		
Mon	09:45 – 10:45	
Tue	09:00 – 10:00	
Getting there		
This Mobile service is approximately 0.7 miles from Witton Park 2 Mobile service, along varied terrain. Parking is available close to the Mobile Van. There are local buses serving the surrounding area.		

Evenwood Post Office		Services
Morrisons Daily 1-2 Shirley Terrace Evenwood Bishop Auckland DL14 9RB		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Sat	06:00 – 22:00	This branch has level access at the entrance to the premises.
Sun	07:00 – 22:00	
Getting there		
This branch is approximately 4 miles from Witton Park 2 Mobile service, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.		

**Details of alternative branches for Newfield Mobile Service closing on  
Tuesday 18 March 2025:**

Byers Green Mobile Service	Services		
Byers Green Adjacent to Village Hall Byers Green Spennymoor DL16 7PQ	Offers the same services.		
Opening times	Access		
<table><tr><td>Tue</td><td>13:50 – 14:45</td></tr></table>	Tue	13:50 – 14:45	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.
Tue	13:50 – 14:45		
<b><u>Opening times from 17/03/2025</u></b>			
<table><tr><td>Mon</td><td>11:00 – 11:30</td></tr></table>	Mon	11:00 – 11:30	
Mon	11:00 – 11:30		
Getting there			
This Mobile service is approximately 1.3 miles from Newfield Mobile service, along varied terrain. Parking is available close to the Mobile Van.			

Willington Post Office	Services
Londis 84-85 High Street Willington Crook DL15 0PE	Offers similar services, with the addition of a comprehensive range of Travel Money, Travel Insurance and Passport Check & Send.
Opening times	Access
<div>Mon - Sun06:00 – 21:00</div>	This branch has a step at the entrance to the premises.
Getting there	
This branch is approximately 2.1 miles from Newfield Mobile service, along varied terrain. Time restricted parking is available outside the branch.	

Details of the change to existing Mobile service opening hours:			
Cornsay Colliery Mobile Service		Cornsay Colliery, Durham, DH7 9BW	
Current opening times		New opening times	
Tuesday	15:15 – 15:45	Tuesday	13:00 – 13:30

Details of the change to existing Mobile service opening hours and day:			
<b>Witton Le Wear Mobile Service</b>		Methodist Church, School Street, Witton Le Wear, DL14 0AS	
<b>Current opening times</b>		<b>New opening times</b>	
Thursday	13:45 – 14:30	Tuesday	11:45 – 12:15

Details of the change to existing Mobile service opening hours:			
<b>Hunwick Mobile Service</b>		Oxford Street, Hemlington Square, Hunwick, DL15 0LG	
<b>Current opening times</b>		<b>New opening times</b>	
Friday	13:00 – 14:00	Monday	16:15 – 17:15

Details of the change to existing Mobile service opening hours:			
<b>Wolsingham Mobile Service</b>		Next To Town Hall, Wolsingham, Bishop Auckland, DL13 3AB	
<b>Current opening times</b>		<b>New opening times</b>	
Wednesday	16:00 – 17:30	Tuesday	14:00 – 15:30
Friday	14:30 – 16:00	Wednesday	15:00 – 16:30

Details of the change to existing Mobile service opening hours:			
<b>Hamsterley Mobile Service</b>		Bt Phone Box, Pavement Left of Rose Tree Cottage, Hamsterley, Bishop Auckland, DL13 3PT	
<b>Current opening times</b>		<b>New opening times</b>	
Monday	15:00 – 16:00	Monday	15:00 – 16:00
Thursday	10:30 – 11:30		

Details of the change to existing Mobile service opening hours:			
<b>Byers Green Mobile Service</b>		Byers Green, Adjacent to Village Hall, Byers Green, Spennymoor, DL16 7PQ	
<b>Current opening times</b>		<b>New opening times</b>	
Tuesday	13:50 – 14:45	Tuesday	11:00 – 11:30

Details of the change to existing Mobile service opening hours:													
Toronto Mobile Service	Toronto, Bishop Auckland, DL14 7RS												
<p><b>Current opening times</b></p> <table> <tr><td>Mon &amp; Tue</td><td>10:30 – 11:30</td></tr> <tr><td>Wed</td><td>11:30 – 12:15</td></tr> <tr><td>Thu</td><td>12:15 – 13:15</td></tr> <tr><td>Fri</td><td>10:00 – 11:00</td></tr> </table>	Mon & Tue	10:30 – 11:30	Wed	11:30 – 12:15	Thu	12:15 – 13:15	Fri	10:00 – 11:00	<p><b>New opening times</b></p> <table> <tr><td>Monday</td><td>11:00 – 12:30</td></tr> <tr><td>Wednesday</td><td>12:30 – 14:00</td></tr> </table>	Monday	11:00 – 12:30	Wednesday	12:30 – 14:00
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Wed	11:30 – 12:15												
Thu	12:15 – 13:15												
Fri	10:00 – 11:00												
Monday	11:00 – 12:30												
Wednesday	12:30 – 14:00												

Details of the change to existing Mobile service opening hours:													
High Etherley Mobile Service	Church Street, High Etherley, Bishop Auckland, DL14 0HT												
<p><b>Current opening times</b></p> <table> <tr><td>Monday</td><td>08:50 – 09:20</td></tr> <tr><td>Tuesday</td><td>12:05 – 12:35</td></tr> <tr><td>Thursday</td><td>13:10 – 13:40</td></tr> <tr><td>Friday</td><td>09:50 – 10:20</td></tr> </table>	Monday	08:50 – 09:20	Tuesday	12:05 – 12:35	Thursday	13:10 – 13:40	Friday	09:50 – 10:20	<p><b>New opening times</b></p> <table> <tr><td>Monday</td><td>09:00 – 09:30</td></tr> <tr><td>Tuesday</td><td>10:15 – 10:45</td></tr> </table>	Monday	09:00 – 09:30	Tuesday	10:15 – 10:45
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Details of the change to existing Mobile service opening hours:															
Witton Park Mobile Service	Witton Park, Bishop Auckland, DL14 0DX														
<p><b>Current opening times</b></p> <table> <tr><td>Monday</td><td>09:25 – 09:45</td></tr> <tr><td>Tuesday</td><td>11:30 – 11:45</td></tr> <tr><td>Wednesday</td><td>09:00 – 09:30</td></tr> <tr><td>Thursday</td><td>14:35 – 14:45</td></tr> <tr><td>Friday</td><td>09:00 – 09:25</td></tr> </table>	Monday	09:25 – 09:45	Tuesday	11:30 – 11:45	Wednesday	09:00 – 09:30	Thursday	14:35 – 14:45	Friday	09:00 – 09:25	<p><b>New opening times</b></p> <table> <tr><td>Monday</td><td>09:45 – 10:45</td></tr> <tr><td>Tuesday</td><td>09:00 – 10:00</td></tr> </table>	Monday	09:45 – 10:45	Tuesday	09:00 – 10:00
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Monday	09:45 – 10:45														
Tuesday	09:00 – 10:00														

Details of the change to existing Mobile service opening hours:							
Escomb Mobile Service	Escomb, Bishop Auckland, DL14 7SY						
<p><b>Current opening times</b></p> <table> <tr><td>Monday</td><td>12:00 – 13:00</td></tr> <tr><td>Wednesday</td><td>10:15 – 11:15</td></tr> </table>	Monday	12:00 – 13:00	Wednesday	10:15 – 11:15	<p><b>New opening times</b></p> <table> <tr><td>Wednesday</td><td>09:00 – 10:30</td></tr> </table>	Wednesday	09:00 – 10:30
Monday	12:00 – 13:00						
Wednesday	10:15 – 11:15						
Wednesday	09:00 – 10:30						

Details of the change to existing Mobile service opening hours:							
Coundon Mobile Service	Next To Old Methodist Chapel, Collingwood Street, Coundon, Bishop Auckland, DL14 8LH						
<p><b>Current opening times</b></p> <table> <tr><td>Wednesday</td><td>12:30 – 13:00</td></tr> <tr><td>Friday</td><td>11:45 – 12:45</td></tr> </table>	Wednesday	12:30 – 13:00	Friday	11:45 – 12:45	<p><b>New opening times</b></p> <table> <tr><td>Wednesday</td><td>10:45 – 12:15</td></tr> </table>	Wednesday	10:45 – 12:15
Wednesday	12:30 – 13:00						
Friday	11:45 – 12:45						
Wednesday	10:45 – 12:15						



Details of the change to existing Mobile service opening hours:							
<b>Ingleton Mobile Service</b>	BT Pole - DP28 Pavement outside School, Front Street, Ingleton, Darlington, DL2 3HS						
<b>Current opening times</b> <table border="1"> <tr> <td>Mon</td><td>13:30 – 14:30</td></tr> <tr> <td>Tue &amp; Thu</td><td>09:00 – 10:00</td></tr> </table>	Mon	13:30 – 14:30	Tue & Thu	09:00 – 10:00	<b>New opening times</b> <table border="1"> <tr> <td>Monday</td><td>12:45 – 14:15</td></tr> </table>	Monday	12:45 – 14:15
Mon	13:30 – 14:30						
Tue & Thu	09:00 – 10:00						
Monday	12:45 – 14:15						

Details of the change to existing Mobile service opening hours:					
<b>Westgate Mobile Service</b>	Layby on Front Street, Westgate, Bishop Auckland, DL13 1JL				
<b>Current opening times</b> <table border="1"> <tr> <td>Monday</td><td>14:45 – 15:30</td></tr> </table>	Monday	14:45 – 15:30	<b>New opening times</b> <table border="1"> <tr> <td>Wednesday</td><td>14:15 – 14:45</td></tr> </table>	Wednesday	14:15 – 14:45
Monday	14:45 – 15:30				
Wednesday	14:15 – 14:45				

Details of the change to existing Mobile service opening hours:					
<b>St Johns Chapel Mobile Service</b>	Opposite 7 Market Place, St Johns Chapel, Bishop Auckland, DL13 1QF				
<b>Current opening times</b> <table border="1"> <tr> <td>Wednesday</td><td>13:45 – 14:30</td></tr> </table>	Wednesday	13:45 – 14:30	<b>New opening times</b> <table border="1"> <tr> <td>Tuesday</td><td>15:45 – 16:45</td></tr> </table>	Tuesday	15:45 – 16:45
Wednesday	13:45 – 14:30				
Tuesday	15:45 – 16:45				

**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](https://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 closure<sup>1</sup>/ 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where 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.