



KEVIN HOLLINRAKE MP
HOUSE OF COMMONS
LONDON SW1A 0AA

6th October 2026

Dear Adam,

Re: Cash access in Helmsley, Kirby Misperton and Bedale

Thank you for your recent email setting out the outcome of LINK's cash access assessments following the closure of Barclays ATMs in Helmsley, Thirsk and at Flamingo Land, Kirby Misperton. I have also been copied into your recent correspondence with Andrew Hart, Postmaster at Bedale, which I raise below.

I do not intend to challenge your findings for Thirsk. However, I have real concerns about the other locations, and I would be grateful for your response on each.

Helmsley

I welcome your recognition that the closure of the ATM at Market Place leaves a gap in cash access with a significant impact on the community. I also welcome your recommendation that a withdrawal ATM be provided. Helmsley is a market town serving a wide rural area, and residents and businesses cannot be left without a cash machine while a replacement is arranged. Please could you confirm:

- who will provide the new ATM, and the expected date of installation;
- that it will be free to use and located in or close to the town centre; and
- that the new facility will be in place before any Barclays services close, to ensure continuity of service for my constituents.

Flamingo Land, Kirby Misperton

I do not agree with your conclusion that there is no gap here, and I would ask you to reconsider it. This ATM does not only serve seasonal visitors. People live on the site all year round, and villagers in Kirby Misperton and the surrounding area rely on it. Many of them do not drive. Many pay for things in cash because they are not online. For these residents, a cash machine in the next town is not a practical alternative.

I would be grateful if you would:

- treat this letter as an appeal against the decision, and take the points above into account as new information;
- set out which existing services you judged to be suitable for this community, and how far they are from the site;
- explain how the needs of year-round residents and of people who do not drive or bank online were considered in the assessment; and
- raise with Barclays whether the machine can be kept open or transferred to another operator.

Bedale

I note that LINK assessed Bedale following a community request, found that no additional services were needed, and that the appeal window has now passed. However, the concerns raised by the Postmaster deserve a proper hearing. Bedale's cash services are not used only by people who live in the town. The surrounding villages and farms rely on Bedale as their hub, and its cash access must be judged on that basis. The Post Office handles much of the town's cash for more than 2,000 regular customers. Residents who need to deposit money at a bank or speak to someone face to face have to travel around 8.5 miles.

I note your view that a bank branch can be reached by bus in under 30 minutes. In practice, once the return journey, the wait for a bus and the time needed to do their banking are taken into account, a single visit can easily take well over an hour. Even that assumes the journey starts in Bedale. Many of the people who depend on the town live in the surrounding villages and farms, and must first get into Bedale before they can begin the onward journey. It also assumes the bus runs at all. Rural bus services in this area are limited and not always reliable, which makes that journey far harder than a journey time on paper suggests, particularly for older and less mobile residents.

Your team has confirmed that the local ATMs have suffered outages. These include intermittent loss of communication on one machine and a fault at the James Hall site on Bedale Road. I appreciate the confirmation that these machines are now working. But a machine that is repeatedly out of service does not provide reliable access to cash, and older residents and rural businesses feel that most. I would therefore ask you to:

- keep the reliability of Bedale's ATMs under close review, and confirm whether persistent or repeated outages would count as a significant change in local circumstances that triggers a reassessment;
- confirm the earliest date on which Bedale will be eligible for a further assessment; and
- set out how the needs of the wider rural catchment and the farming community are weighed in your criteria. Market towns like Bedale serve far more people than live near the high street.

Finally, I would welcome a meeting to discuss all three locations. My office will be in touch to arrange a convenient time.

I look forward to hearing from you.

Yours sincerely,



Kevin Hollinrake MP

Member of Parliament for Thirsk and Malton