



Dear Customer

**Hathersage Post Office®**  
**Previously located at Main Road, Hathersage, Hope Valley, S32 1AA**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to re-open the above Post Office branch to Spar Stores, Main Road, Hathersage, Hope Valley, S32 1BB, where it will operate as one of our new local style Post Office branches.

We received 43 individual responses from customers and local representatives during the local public consultation period. The main feedback welcomed the restoration of Post Office services in the local area and commented that the new location would be easier to access. Other feedback expressed slight concern about pedestrian access across the forecourt at the proposed location and the availability of space inside the store. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I'm pleased to confirm that before the new branch opens, the new operator plans to carry out improvements to provide customers with clear access to the shop and Post Office a designated disabled parking bay will also be provided on the forecourt. Lines will be painted on the forecourt in high visibility paint, to mark out a clear pedestrian walkway across the forecourt to entrance door and the uneven vehicular access and exit points will be levelled.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. I am also pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment. The full range of Post Office products and services are available at Banner Cross Post Office which can be reached by a regular bus service.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Posters will now be displayed at the Spar Stores to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 230340.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours sincerely



**Suzanne Richardson**  
**Regional Network Manager**

#### How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03457 22 33 44  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments  
**Please note this is the full address to use and no further address details are required.**

This document is also available to view online, 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.



**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.**

### Hathersage Post Office information sheet

<b>Address</b>	Spar Stores Main Road Hathersage Hope Valley S32 1BB														
<b>Opening hours</b>	<table border="1"><tr><td>Mon</td><td>08:00 – 21:00</td></tr><tr><td>Tue</td><td>08:00 – 21:00</td></tr><tr><td>Wed</td><td>08:00 – 21:00</td></tr><tr><td>Thu</td><td>08:00 – 21:00</td></tr><tr><td>Fri</td><td>08:00 – 21:00</td></tr><tr><td>Sat</td><td>08:00 – 21:00</td></tr><tr><td>Sun</td><td>08:00 – 21:00</td></tr></table>	Mon	08:00 – 21:00	Tue	08:00 – 21:00	Wed	08:00 – 21:00	Thu	08:00 – 21:00	Fri	08:00 – 21:00	Sat	08:00 – 21:00	Sun	08:00 – 21:00
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Sun	08:00 – 21:00														
<b>Distance</b>	150 metres across and along the road from the previous branch, along level terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> The proposed premises will have a wide automatic door and level access at the entrance.</p> <p>Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Parking is available on the forecourt outside the proposed premises.</p>														
<b>Retail</b>	Forecourt Garage & Convenience store														
<b>Date of Relocation</b>	To be confirmed														

### Hathersage Post Office® services available

**Our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
	✓
<b>Payment by cheque</b>	
	✓
Products marked * are available at <b>Banner Cross</b> Post Office, 999 Ecclesall Road, Banner Cross, Sheffield, S11 8TN	Opening times: Mon – Fri      09:00 – 17:30 Sat                09:00 – 14:30