



Dear Sir/Madam

Hope Post Office® branch
Previously located at: 4 Castleton Road, Hope, Hope Valley, S33 6AA

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 at Spar, 6 Castleton Road, Hope, Hope Valley, S33 6RD, where it will operate as one of our new local style Post Office branches.

We received 29 individual responses from customers and local representatives during the consultation period. Customers welcomed the restoration of the Post Office in the village however some customers noted that there is a step at the entrance and commented on the availability of space in the proposed new premises. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

I have carried out a final review of my original proposal and the feedback received during the public consultation period. I was pleased to learn of customers support for the move and we are delighted that Hope branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide future sustainability. We already have over 3700 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Our operator fully understands they are responsible for making sure that their premises meet with all relevant legislation and I am pleased to confirm that they will be making adjustments to improve access for customers. Before the new Post Office branch opens a buzzer and a signage are to be installed at the entrance to the proposed premises and a portable ramp will be available for customer on request.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use our services at times that suit them better. The small number of services that will no longer be available at Hope Post Office will continue to be offered at Chapel-en-le-firth Post Office, or Banner Cross Post Office branch which can be reached by a regular bus service.

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.

The new branch will open at 13:00 on Wednesday 05 July 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 23634099

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, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  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.

Hope Post Office information sheet															
Address	Spar Stores 6 Castleton Road Hope Hope Valley S33 6RD														
Opening hours	<table border="1"> <tr> <td>Monday</td> <td>08:00 – 21:00</td> </tr> <tr> <td>Tuesday</td> <td>08:00 – 21:00</td> </tr> <tr> <td>Wednesday</td> <td>08:00 – 21:00</td> </tr> <tr> <td>Thursday</td> <td>08:00 – 21:00</td> </tr> <tr> <td>Friday</td> <td>08:00 – 21:00</td> </tr> <tr> <td>Saturday</td> <td>08:00 – 21:00</td> </tr> <tr> <td>Sunday</td> <td>08:00 – 21:00</td> </tr> </table>	Monday	08:00 – 21:00	Tuesday	08:00 – 21:00	Wednesday	08:00 – 21:00	Thursday	08:00 – 21:00	Friday	08:00 – 21:00	Saturday	08:00 – 21:00	Sunday	08:00 – 21:00
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Saturday	08:00 – 21:00														
Sunday	08:00 – 21:00														
Distance	Two doors away from the previous branch.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The premises will have a wide door and steps at the entrance, however a portable ramp will be provided on request and a bell and signage will be installed.</p> <p>Parking Roadside parking is available outside the new premises.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Wednesday 05 July 2017														

Hope Post Office® services available

Your operator or 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

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airtsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
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	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Payment by cheque	
Products marked x are available at Chapel-en-le-firth Post Office, 5 Market Place, Chapel-en-le-firth, SK23 0EW	Opening times at Chapel-en-le-firth Post Office: Mon – Fri 09:00 – 17:30 Sat 09:00 – 14:30
Other Products are also available at Banner Cross Post Office, 999 Ecclesall Road, Banner Cross, Sheffield, S11 8TN	