Dear Customer

Local public consultation – Decision

Norwood Post Office
409 Herries Road, Norwood, Sheffield, S5 7HF

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into 34 Southey Avenue, Sheffield, S5 7NL, where it will continue to operate as one of our main style branches.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 17:30 on Thursday 29 October 2026, with the new branch opening, at 34 Southey Avenue, at 09:00 on Monday 16 November 2026. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branch's are provided below for your convenience:

- Elm Lane Post Office, 122A Elm Lane, Sheffield, S5 7TW
- Parson Cross Post Office, 5 Wordsworth Drive, Sheffield, S5 8NP

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

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

Yours faithfully

Allison Wallace

Allison Wallace
Regional Change Manager
Post Office Limited

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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.

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Appendix A

Response to Local Public Consultation

Consultation started Tuesday 4 August 2026
Consultation ended Tuesday 15 September 2026

Consultation responses
- 26 responses from customers

Key issues raised
- Distance
- Parking
- Anti-Social Behaviour
- Post box

Response to issues raised

Distance
The new premises are located approximately 600 metres from the previous branch. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel, and we can only apologise for this. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current branch.

Parking
Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and has confirmed Roadside parking is available nearby to the new premises.

Anti-Social Behaviour
We acknowledge the concerns made about anti-social behaviour in the area. Although such matters are outside our direct control and are for the relevant authorities and local police to resolve, Post Office takes security very seriously. While we cannot go into specific details around our security arrangements strict guidelines and measures would be in place and we take every physical precaution, within our branches, to provide a safe and secure environment for both our customers and staff. The postmaster will engage with the community police in the event of any anti-social behaviour outside and around the store.

Post Box
With regards to the post box, our normal procedure is to inform Royal Mail of our proposal as they are responsible for all matters relating to the delivery and acceptance of mail including the siting of post boxes. The decision on whether to relocate or install a new Post Box is therefore for them to make and as a separate business to Post Office Ltd they will have their own procedures to follow, which may include submission of planning applications and consideration of other utilities in the area.

Appendix B

Noorwood Post Office Information Summary

There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

New Location
34 Southey Avenue, Sheffield, S5 7NL

New opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 14:00
Sunday	Closed

Services available

The same products and services will continue to be available.

Serving positions

There will be two serving positions in total; one screened and a Post Office serving point at the retail counter.

Access

Currently there is a step at the entrance to the new premises, however, subject to planning permission, the Postmaster will install a ramp at the new location for ease of access. Internally, there will be a hearing loop, a low-level serving counter and space for a wheelchair.

Getting there

The new branch will be located approximately 600 metres away from the previous branch, along varied terrain. Roadside parking is available nearby to the new premises.

Store retail available	Stationery.

The latest available branch information, including possible alternative Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Services available	Proposed Branch
Everyday Personal & Business Banking	
Cash Withdrawals	✓
Cash Deposits	✓
Cheque Deposits	✓
Mails	
Drop & Go	✓
Parcelforce Express Services	✓
DPD - Buy in branch	✓
DPD - Drop off and collections	✓
Pay Bills & Top Up	
Pay Bills and Top up	✓
Passport Applications	
Paper Check & Send - New & Renewals	✓
Identity Services	
Document Certification Service	✓
Driving	
Vehicle Tax	✓
Travel	
Foreign Currency	✓
Travel Insurance	✓
Travel Money Card	✓
Your Finances	
Western Union	✓
ATM - 24hr	**Subject to planning permission**

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

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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:*

- Permanent closure of a Post Office branch[5]
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week[6] local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies, and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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 **Call: 03452 66 01 15**

Comments@postoffice.co.uk **Textphone: 03457 22 33 55**

FREEPOST Your Comments

[5] There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

[6] If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.