



Dear Customer

**Local public consultation – Decision**

**Sheffield City Post Office**

**Previously located at: c/o Wilko Store, 1st Floor, 36 Haymarket, Sheffield, S1 2AX**

I'm writing to confirm that following a period of local public consultation and review, we have decided to proceed with our decision to permanently close Sheffield City Post Office.

As part of our consultation feedback review process and to address concerns of customers who relied on Sheffield City Post Office, we've advertised on our website for the opportunity to run a local branch service in the immediate area of the closed branch. It is important that any future service be fit for purpose, in the right place for customers, and commercially sustainable for the person operating the service, and for Post Office Limited. As detailed in our consultation proposal, we remain confident there will be adequate service provision in the local area, but we also recognise the importance of Post Office services to the community, particularly for our more vulnerable customers.

We would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy is currently advertised on our website [www.runapostoffice.co.uk](http://www.runapostoffice.co.uk) and applications will be carefully considered. If you are aware of any interested parties, please do share the link with them. Any possible new service would be subject to Post Office receiving an application and completing its application process successfully.

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 this was taken into account, along with all other relevant factors, in making our decision. A summary of the key issues raised in the consultation and our response to each of them is enclosed, along with an information sheet providing further details about alternative branches in the area.

The branch closed on 2 October 2023.

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: **016340**

Posters will now be displayed locally to let customers know about this decision.

Yours sincerely

*Martin Edwards*

**Martin Edwards**  
**Network Strategy & Delivery Director**  
**Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://postofficeviews.co.uk)

FREEPOST Your Comments

## Appendix A – Response to Local Public Consultation

**Consultation started 27 September 2023**

**Consultation ended 8 November 2023**

### **Consultation responses**

- 36 responses from customers

### **Key issues raised**

- Getting to the alternative branches
- Access into and within the alternative's branches
- Opening of a new Post Office nearby

### **Response to issues raised**

#### **Getting to the alternative branches**

With any closure it's inevitable that whilst some customers will have an easier journey to the alternative locations, regrettably others will have further to travel. All the alternative branches are well served by public transport. For customers using their own transport, we are satisfied that there are roadside parking facilities near to each of the alternative branches with dedicated disabled bays near Charles Street Post Office.

#### **Access into and within the alternative's branches**

Access both into and within the alternative branches will meet Post Office Ltd's own accessibility standards and all applicable legislation. Access facilities includes level access and double automatic doors at Charles Street and Shoreham Street Post Office. We will make sure there is sufficient space for Post Office customers, including wheelchair users, to move around all the branches and maintain social distancing. The entrance areas and shopping aisles will be kept free of obstructions.

We worked closely with the operators of the alternative branches to make sure that they are ready to meet the additional footfall and maintain quality of service. We have been working closely with the operators to plan their interior store layouts, to ensure optimum use of the space within the store and that access into and inside the branches is kept clear and free of obstacles. To ensure customer needs are met, we will closely monitor waiting times and usage at the alternative branches.

#### **Opening of a new Post Office nearby**

Post Office Limited have advertised for a Local model branch to further enhance service provision in the city centre to assist customers who may otherwise find the journey to the alternatives more difficult.

## Alternative branches

The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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### Charles Street Post Office

33-35 Charles Street  
Sheffield  
S1 2HU

### Services

The same range of products and services will be available, please see service list for further details.

### Access

Access is level with a double automatic door at the entrance to the premises. Low-level serving counter, a low-level writing desk, low level pin pad and hearing loops will be available.

### Opening times

Mon - Fri	09:00 -17:30
Sat	09:00 -15:00
Sun	Closed

### Getting there

Approximately 800 meters from Sheffield City Post Office branch, along varied terrain. Roadside parking is available nearby with dedicated disabled bays. Public transport is available to and from the surrounding areas. The nearest bus stop is approximately 150 metres away from the premises.

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### Shoreham Street Post Office

287-289 Shoreham Street  
Sheffield  
S2 4FA

### Services

A range of products and services will be available, please see service list for further details.

### Access

Access is level with an automatic door at the entrance to the premises. Low-level serving counter, a low-level pin pad and hearing loops will be available.

### Opening times

Mon - Fri	09:00 -17:00
Sat	Closed
Sun	Closed

### Getting there

Approximately 1 mile from Sheffield City Post Office branch, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding areas. The nearest bus stop is approximately 210 metres away from the premises.

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### Ellesmere Road Post Office

12 Ellesmere Road  
Sheffield  
S4 7JB

### Services

The same range of products and services will be available, please see service list for further details.

### Access

Access is level at the entrance to the premises. Low-level serving counter, a low-level pin pad and hearing loops will be available.

### Opening times

Mon - Fri	09:00 – 17:30
Sat	09:00 – 13:00

### Getting there

Approximately 0.7 miles from Sheffield City Post Office branch, along varied terrain. Time restricted roadside parking is available outside the branch. Public transport is available to and from the surrounding areas. The nearest bus stop is approximately 94 metres away from the premises.

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### City Road Post Office

50 City Road  
Sheffield  
S2 5HL

### Services

A range of products and services will be available, please see service list for further details.

### Access

Access is via a ramp at the entrance to the premises. Low-level serving counter, a low-level writing desk, low-level pin pad and hearing loops will be available.

### Opening times

Mon - Fri	09:00 -17:30
Sat	09:00 -13:00
Sun	Closed

### Getting there

Approximately 0.9 miles from Sheffield City Post Office branch, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding areas. The nearest bus stop is approximately 58 metres away from the premises.

**Post Office services available**

**For information about product availability call 03457 223344.  
For details of maximum value of transactions, please speak to the operator.**

	Sheffield City	Charles Street	Shoreham Street	Ellesmere Road	City Road
<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	✓	✓	✓	✓	✓
Parcelforce Express Service	✓	✓	✓	✓	✓
British Forces Mail (BFPO)	✓	✓	✓	✓	✓
International letters (incl. Tracked & Signed)	✓	✓	✓	✓	✓
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>					
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual) up to a maximum value.	✓	✓	✓	✓	✓
Postal orders	✓	✓	✓	✓	✓
MoneyGram	✓	✓	✓	✓	✓
Change giving	✓	✓	✓	✓	✓
Bill payments (card, barcoded or manual)	✓	✓	✓	✓	✓
Key recharging	✓	✓	✓	✓	✓
<b>Driving</b>					
Vehicle Tax	✓	✓	✓	✓	✓
Driving licence renewals	✓	✓	✗	✓	✗
International Driving Permits	✓	✓	✓	✓	✗
<b>Licences</b>					
Document Certification Service	✓	✓	✓	✓	✓
<b>Travel</b>					
Pre-order travel money	✓	✓	✓	✓	✓
On demand travel money	✓	✓	✓	✓	✓
Travel insurance referral	✓	✓	✓	✓	✓
On demand travel insurance	✓	✓	✗	✓	✓
Passport Check & Send	✓	✓	✗	✓	✗
<b>Other</b>					
Mobile Top-ups & E vouchers	✓	✓	✓	✓	✓
National Lottery Terminal	✗	✓	✗	✓	✗
<b>Payment by cheque</b>	✓	✓	✓	✓	✓

**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 Officebranch.

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<sup>1</sup>
- 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<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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 watchdogs.***

*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 watchdog (Citizens Advice, Consumer Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog 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](https://postofficeviews.co.uk)

03452 66 01 15

[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)

Textphone: 03457 22 33 55

**FREEPOST Your Comments Call:**

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> Locally elected representatives include 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.

<sup>4</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 3 and 4 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.