



Dear Customer

Local public consultation - Have your say

Sheffield City Post Office

c/o Wilko Store, 1st Floor, 36 Haymarket, Sheffield, S1 2AX

Following the announcement that Wilko Limited went into administration and their subsequent decision to close their Sheffield City store on Sunday 8 October 2023, regrettably the Post Office branch within the store will need to close on Monday 2 October 2023. Consequently, we are writing to let you know about proposed changes to service provision in your area and our plans not to replace Sheffield City Directly Managed branch. Instead, we plan to advertise the opportunity to operate one of our Local style branches in the area, to add to the provision provided by the other four Main branches available to customers.

Why are we proposing this closure?

We regularly review the network to analyse how customers use and access Post Office products and services in their local community. This helps us achieve our aim to have the right branch, in the right location to maximise customers' access to the Post Office services they require. In the current challenging economic climate, Post Office must ensure its limited funding benefits the maximum number of customers across the country and that the network remains sustainable.

We believe there is enough provision of Post Office services to meet the needs of customers who currently use the Sheffield City branch, without the need for a direct replacement of this branch. The existing provision, in addition to our plans to advertise the opportunity to operate one of our Local style branches in the area, will provide Sheffield City customers with the access to the Post Office products and services they require. Additionally, as part of our continual review of the network, we will monitor customer usage in the local area and look to provide additional services in future, if needed.

We'd like your help

We're now starting a period of local public consultation on access to Post Office services at nearby alternative branches. Charles Street Post Office is located approximately 800 metres away from Sheffield City Post Office and a further three branches, Shoreham Street Post Office, Ellesmere Road Post Office and City Road Post Office all within 1 mile. The information sheet in this leaflet provides more details about the alternative branches and the range of products that will be available. Your feedback is important to us as it will help to inform our decision.

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- **How easy is it to get to the alternative branches?**
- **Are the alternative branches easy for you to get into and are they easily accessible inside?**
- **If there are any local community issues you think we should know about that might be affected by the change?**

Please note the closure of the branch is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	27 September 2023
Local Public Consultation ends	8 November 2023
Date of closure	2 October 2023

The Post Office service will close on 2 October 2023; however, this does not affect the period of public consultation which is ongoing until 8 November 2023.

You can share your views on the proposed change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **016340**

How to share your views:
Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

Want to tell us what you think right here and now? Scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Good to know

- The alternative branches offer a wide range of Post Office products and services and will provide continued good access to our services. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counters of these branches.
- As with any proposed branch closure we understand that customers are often concerned about the impact of such changes on staff. Please be assured that our staff will be fully supported throughout this process.
- Any information we receive will be carefully considered as we finalise our plans.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- We would welcome any applications from potential retail partners interested in running a local style Post Office branch in the area on our behalf. The vacancy is currently being advertised on our website www.runapostoffice.co.uk and all applications will be fully considered. If you are aware of any interested parties, please do share the link with them.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the key issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to Sheffield City Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Yours faithfully

Pete Marsh

Pete Marsh
Retail Operations Director
Post Office Limited

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

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.

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

Charles Street Post Office

33-35 Charles Street
Sheffield
S1 2HU

Services

A 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.

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
Sunday	Closed
Sunday	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.

Ellesmere Road Post Office

12 Ellesmere Road
Sheffield
S4 7JB

Services

A range of products and services will be available, including an external cash machine. 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.

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
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	✓	✓	✓	✓	✓
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	✓	✓	✓	✓	✓
Withdrawals, deposits and payments					
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	✓	✓	✓	✓	✓
Driving					
Vehicle Tax	✓	✓	✓	✓	✓
Driving licence renewals	✓	✓	✗	✓	✗
International Driving Permits	✓	✓	✓	✓	✗
Licences					
Document Certification Service	✓	✓	✓	✓	✓
Travel					
Pre-order travel money	✓	✓	✓	✓	✓
On demand travel money	✓	✓	✓	✓	✓
Travel insurance referral	✓	✓	✓	✓	✓
On demand travel insurance	✓	✓	✓	✓	✓
Passport Check & Send	✓	✓	✓	✓	✗
Other					
Mobile Top-ups & E vouchers	✓	✓	✓	✓	✓
National Lottery Terminal	✗	✓	✓	✓	✗
Payment by cheque	✓	✓	✓	✓	✓

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 branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ 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.

² 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.

³ 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.

⁴ 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.