



Sleaford Post Office®

Pop in Bargains, Unit 4, Riverside Shopping Centre, Southgate, Sleaford, NG34 7PD

Your new branch

We recently asked your views on some key areas about our plans to operate the Post Office service from a new location in Sleaford. We received six responses which welcomed our plans.

The new premises completed a full refurbishment to incorporate Sleaford Post Office within the new retail store of Pop in Bargains. The Post Office service opened on Monday 15 February 2021 and is operating as one of our local style branches.

The temporary service was at Pop in Bargains, 17-18 Riverside Shopping Centre, Southgate, Sleaford, NG34 7PD ceased on Saturday 13 February 2021.

Our priority is to safeguard Post Office services to the local community in the longer term. The relocation of Sleaford Post Office will enable us to maintain a Post Office service to our customers in the local community.

Key points raised:

- Staff and Queues
- Space inside the store

Response to key points:

Access into the new premises

We are mindful of the needs of all our customers including those with mobility issues. Pop in Bargains store has a wide door with level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

Internal layout

We have worked closely with our Postmaster to make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily. Some internal adjustments to fixtures and fittings have been made to accommodate this.

Staff

Internally, the new branch has been built in line with Post Office specifications, making sure there is sufficient space for the style local Post Office to operate alongside the retail offer.

We have worked closely with the Postmaster to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers have sufficient space to move around the store. Also staffing levels are aligned to meet customer demand particularly at peak times.

The local style Post Office will operate from two Post Office serving points located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

We hope that you will enjoy using the new Post Office.