



Dear Customer

**Totley Rise Post Office®
67 Baslow Road, Sheffield, S17 4DL**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to Baslow News, 71 Baslow Road, Sheffield, S17 4DL, where it will operate as one of our new main style Post Office branches.

We received 17 individual responses from customers during the local public consultation period. Some feedback voiced concerns about access into the proposed premises and parking facilities outside. Other feedback welcomed more space and longer opening times the new premises would provide. This feedback helped me to understand customers' views and concerns and to make sure that all such information was taken into account before finalising our plans.

While I acknowledge the concerns about car parking in the area, it is fair to say that this is a problem faced in many locations nationwide. When looking at service provision in an area, we are mindful of the needs of our customers. As I am sure you will understand, parking restrictions is an issue outside the direct control of Post Office Limited, however I have conducted a further review of parking. This has confirmed that whilst there is no parking immediately outside the current branch or the proposed new premises, there is parking available further along the parade on both sides of the road and customers can continue to park as they do now. Given the very close proximity of the proposed branch, I am satisfied that parking provision will meet the needs of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and less able customers and we want to make our services as accessible as we possibly can. Like the current branch, there is stepped entrance and it is not feasible for a ramp to be provided at the existing or the new site due to the narrow pavement. However, at the new branch, there will be a clearly visible sign at the entrance and a bell for people to ring for assistance. Both the bell and the sign will be accessible to wheelchair users. Additionally, grab rails will be installed at the entrance door. For some people accessing our Greenhill branch, 202 Bocking Lane, Sheffield, S8 7BP, which provides step free access, may be a more suitable alternative option.

Internally, the new main style Post Office branch will be built to our high specifications, with one screened and one open plan serving position and incorporating low-level facilities. We will be working closely with the new operator on the design of the branch to make sure that the internal layout provides adequate space and privacy for Post Office customers and that access inside the store, including the aisles and queuing area, are kept clear and free of obstacles so that customers can move around without difficulty. The same wide range of Post Office products and services will be available, with the addition of a wider range of on demand travel money and Car tax. Customers will still be able to collect undeliverable items of mail.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. Some existing experienced staff will be transferring to the new branch and staffing levels will be aligned to meet customer demand. Any new staff will be fully trained to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

Additionally, there will be a Post Office serving point located at the shop counter, where customers can transact the majority of Post Office products and services alongside retail transactions. This service point will be open seven days a week and will offer significantly longer hours than the main Post Office counter, providing customers more choice and visiting times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access, I am confident that the new branch at Baslow News is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide future sustainability for Post Office services provision in the local community.

The current branch closed on Monday 2 July 2018, with the new branch opening, at Baslow News at 13:00 on Friday 13 July 2018. 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: 309340

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. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
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 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Totley Rise Post Office information sheet															
Address	Baslow News 71 Baslow Road Sheffield S17 4DL														
Post Office Opening hours	<table> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	Closed
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New Opening times of Post Office service at retail counter	<table> <tr><td>Mon - Sat</td><td>05:30 – 20:00</td></tr> <tr><td>Sun</td><td>05:30 – 18:00</td></tr> </table>	Mon - Sat	05:30 – 20:00	Sun	05:30 – 18:00										
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Sun	05:30 – 18:00														
Distance	10 metres (2 doors away) from the current branch														
Products & Services	The same wide range of products and services will still be available with the addition of Car tax and a wider selection of on demand travel money.														
Serving positions	There will be three serving positions. These will be a mixture of one screened, one open plan and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.														
Accessibility & Accessibility works	<p>Access and facilities There are steps at the entrance. A sign, bell and grab rails will be installed at the entrance door. Internally, there will be a hearing loop and a low level serving counter.</p> <p>Parking There is roadside parking along the parade of shops.</p>														
Retail	Convenience store														
Date of relocation	To be confirmed in branch														

