



Dear Customer

Westfield Centre Post Office®
Previously located at: 4 Westfield Centre, Sheffield, S20 8ND

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to re-open the above Post Office branch at Westfield Convenience Store, 9 Foxlowe, Westfield, Sheffield, S20 8ND, where it will operate as one of our new local style Post Office branches.

We didn't receive any feedback from customers or local representatives about the proposed move during the local public consultation period, however I have carried out a final review of the original proposal.

I'm delighted that this branch is part of the modernisation of our Post Office network, offering Post Office services that will meet customer needs whilst helping to provide future sustainability for the branch. Currently we have over 3400 local branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access will be level with a wide door at the entrance. Inside the shop, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the shop and access Post Office services.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Customers can also access the full range of Post Office products and services at Crystal Peaks Post Office which can be reached by a regular bus service.

Details of the new service are provided at the end of this letter together with a product list, which lets you know which services which will be available at your new branch.

I have carefully considered our original proposal, the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The new branch will open at Westfield Convenience Store, 9 Foxlowe, at 13:00 on Monday 18 September 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in the new premises to let customers know.

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.

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.

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.

Westfield Centre Post Office information sheet

Address	Westfield Convenience Store 9 Foxlowe Westfield Sheffield S20 8ND														
Opening hours	<table border="1"><tr><td>Mon</td><td>06:30 – 22:00</td></tr><tr><td>Tue</td><td>06:30 – 22:00</td></tr><tr><td>Wed</td><td>06:30 – 22:00</td></tr><tr><td>Thu</td><td>06:30 – 22:00</td></tr><tr><td>Fri</td><td>06:30 – 22:00</td></tr><tr><td>Sat</td><td>06:30 – 22:00</td></tr><tr><td>Sun</td><td>06:30 – 22:00</td></tr></table>	Mon	06:30 – 22:00	Tue	06:30 – 22:00	Wed	06:30 – 22:00	Thu	06:30 – 22:00	Fri	06:30 – 22:00	Sat	06:30 – 22:00	Sun	06:30 – 22:00
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Sun	06:30 – 22:00														
Distance	Two doors away from the previously closed branch.														
Products & Services	The majority of Post Office products and services will be available.														
Accessibility & accessibility works	<p>Access and facilities The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There are parking facilities at the rear of the new premises.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Monday 18 September 2017														

Westfield Centre Post Office® services available

Our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	New branch
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	✓
Express & contract parcels	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
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	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	✗
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
	✓
Payment by cheque	
	✗
Products marked ✗ are available at Crystal Peaks Post Office, Unit 42-43, The Market Place Mall, Crystal Peaks Shopping Centre, Sheffield, S20 7PL	Opening times: Mon – Sat 09:00 – 17:30 Sun 10:00 – 16:00