



Dear Customer

Service Re-Opening

Westfield Centre Post Office
9 - 10 Westfield Centre, Westfield, Sheffield S20 8ND

We are writing to update you about the Westfield Centre Post Office.

We are delighted to let you know that we will be restoring the Post Office services in Westfield Centre on Monday 22 November 2021.

The branch closed temporarily in July 2019 due to the resignation of the postmaster and the withdrawal of the premises for Post Office use.

We have appointed a new Postmaster who will operate the Post Office service from within the Premier Westfield Store at same premises.

Full details of the new Post Office service are provided at the end of this letter and posters will now be displayed at the Premier Westfield Store to inform customers.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service.

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 the Post Office in the local community.

If there are any unforeseen changes to the opening date, posters will be displayed in the Premier Westfield Store to let customers know.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours faithfully

Ian Johnson

Ian Johnson
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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.

New Service Details at: Westfield Centre

During the Coronavirus pandemic some branches may need to make changes to their opening hours.

The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder

Westfield Centre Post Office Premier Westfield Store 9 - 10 Westfield Centre Westfield Sheffield S20 8ND	Services A range of Post Office products and services will continue to be available. Access Access at the Premier Westfield Store is level with a wide door. Internally, there will be a hearing loop and space for a wheelchair.
Opening times	
Monday - Sunday	07:00 – 21:00

Getting there

The new Post Office service is located at the same Post Office premises in Westfield Centre within the Premier Westfield store, in Westfield.

Parking is available outside the Premier Westfield store.

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice 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, Citizens Advice 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

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¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.