



Dear Customer

**Local public consultation – Decision**

Windhill Road Post Office  
64 Windhill Road, Wakefield, WF1 4SD

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Nisa at 52 Windhill Road, Wakefield, WF1 4DA, where it will be operated by a retail partner.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 17:30 on Thursday 13 January 2022, with the new branch opening, at Nisa, 52 Windhill Road, at 09:00 on Saturday 22 January 2022. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- East Moor Post Office, 108 Stanley Road, Eastmoor, Wakefield, WF1 4LR
- Wakefield Post Office, Trinity Walk Shopping Centre, Marsh Way, Wakefield, WF1 1QS

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://postofficeviews.co.uk)

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

*Allison Wallace*

Allison Wallace  
Network Provision Manager  
Post Office Limited

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](https://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.

## Appendix A

### Response to Local Public Consultation

Consultation started 29 October 2021

Consultation ended 10 December 2021

#### Consultation responses

- 2 responses from customers

#### Key issues raised

- Route
- Staff Knowledge
- Hours
- Covid19

#### Response to issues raised

##### **Route**

The new branch will be located approximately 60 metres from the current branch, along level terrain. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have a little further to travel.

##### **Staff Knowledge**

We know our customers value excellent customer service at the Post Office and the Postmaster is looking forward to welcoming Post Office customers. The Postmaster and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. They are also required to complete compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched.

##### **Hours**

The local residents will continue to benefit from the same opening hours and staffing levels will be aligned to meet customer demand particularly at peak times.

##### **Covid19**

The UK is currently experiencing a public health emergency as a result of the COVID-19 Pandemic and as such, it is critical that we as a business take a range of measures to keep everyone safe. Please be assured that Post Office Ltd has been working hard to follow Government guidelines and we have supplied branches with the Personal Protective Equipment that they require to make branches a safe environment for their customers and staff. Post Office Ltd will continue to work safely during this pandemic, ensuring as many people as possible visiting our branches comply with social distancing guidelines.

We're confident that our Postmasters and their staff are acting in accordance with the official advice and we're doing everything we can to keep our branches open and safe. As the situation changes, we continue to update staff and customers with practical instructions to allow them to stay safe whilst serving the needs of their communities. We remain committed to providing essential services to our communities whilst keeping our colleagues and customers safe.

## Appendix B

### Windhill Road Post Office Information Sheet

**Nisa**  
**52 Windhill Road**  
**Wakefield**  
**WF1 4DA**

#### New opening hours

Monday - Saturday	08:30 - 17:30
Sunday	Closed

**During the Coronavirus pandemic the branch may need to make changes to its opening hours.**

**The latest available branch information can be found on our website**  
**[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

#### Products & Services

The same range of products and services will continue to be available.

#### Serving positions

There will be a Post Office serving point at the retail counter.

#### Access

The new premises will have level access with wide automatic doors at the entrance to the store via a ramp or steps.

Internally, there will be a hearing loop and space for a wheelchair.

#### Getting there

The new branch will be located approximately 60 metres away from the current branch, along level terrain.

There is a large, dedicated car park located outside the new premises.

#### Retail

Convenience store

#### Date of move

Saturday 22 January 2022 at 09:00

---

# Windhill Road Post Office services available

For information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the operator.

	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. 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	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
<b>Driving</b>	
Vehicle Tax	
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros/Dollars</b>
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	✓
Other Products are available at Wakefield Post Office, Trinity Walk Shopping Centre, Marsh Way, Wakefield, WF1 1QS	
Opening times: Mon – Sat 09:00 – 17:30	

## **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](https://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 branch<sup>1</sup>
- 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-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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, 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**

**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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 <sup>3</sup> and <sup>4</sup> 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.