



Mr Dennis Aitchinson, Parish Clerk
Warmsworth Parish Council
24 Cranwell Road
Cantley
DONCASTER
DN4 6EP

23 January 2012

Dear Mr Aitchinson

Warmsworth Post Office®
17 Sheffield Road, Warmsworth, Doncaster, DN4 9QH

Branch Temporary Closure

I am writing to inform you that, regrettably, following the resignation of the subpostmaster and the withdrawal of the premises for Post Office use, the above branch will be closing temporarily on 13 February 2012.

I would like to assure you that it remains our intention to keep a Post Office service in Warmsworth and we are currently investigating the options available. Our priority is to maintain Post Office services to local communities and it is therefore important that any future service is sustainable for the person operating the service, and for Post Office Limited.

We must therefore make sure that any future service reflects the numbers and types of customer using the service locally and in situations such as this it may be that we will seek to establish an alternative type of service. There are currently a number of new models which are successfully operating nationwide. These include Outreach services which are operated by a subpostmaster from a nearby branch, with hours of opening set to reflect the likely number of customers who will use the service or a Post Office local service, which runs alongside an established local shop. Any future change to service provision would be handled in line with our Code of Practice with respect to change in the Post Office network. Other people in your organisation may be interested in this matter, so please let them know about it.

I would like to apologise for any inconvenience the temporary closure may cause. If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us do so by clearly marking them "In Confidence".



www.postoffice.co.uk

Following the temporary closure of this service, we hope that our customers will continue to use the Post Office. Customers are free to visit the service most convenient for them. Full details of alternative Post Office services in the area, including opening times, facilities available, details of transport, route and access, are shown at the end of this letter.

We're communicating this change in line with our Code of Practice. There's more information about the Code at the end of this letter.

I would like to thank you for your patience at this time. I will write to you again once I have any news about our plans for future service provision.

Yours sincerely



Allison Wallace
Field Change Advisor

How to contact us:

✉ National Consultation Team
Post Office Limited
PO Box 1138
ST. ALBANS
AL1 9UN

📧 consultation@postoffice.co.uk






For further information contact:






☎ Customer Helpline: 08457 22 33 44
Textphone: 08457 22 33 55

🌐 www.postoffice.co.uk

Post Office Limited can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the customer helpline on 08457 22 33 44 or textphone 08457 22 33 55.

Alternative access to Post Office services:

<p>Edlington branch Oaklands Terrace Edlington Doncaster DN12 1BS</p> <p> Opening times</p> <table border="1"> <tr> <td>Mon to Fri</td> <td>09:00 - 17:30</td> </tr> <tr> <td>Sat</td> <td>09:00 - 12:30</td> </tr> </table>	Mon to Fri	09:00 - 17:30	Sat	09:00 - 12:30	<p> Services The same range of services will continue to be available, with the addition of DVLA and an external ATM, but excluding Dollar On Demand Bureau De Change facilities. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> Access and facilities This service has access via a ramp, with a handrail and a wide door. Internally, there is a low-level serving counter, a hearing loop and space for a wheelchair.</p>	<p> Transport/parking There is a car park at the side of the premises. There is a frequent bus service available between Warmsworth branch and this Post Office service. The nearest bus stop is 100 yards away.</p> <p>A free national bus scheme is in operation, which offers free off-peak local bus travel for people over 60 and disabled people.</p> <p> Route This Post Office service is located approximately 1 mile away from Warmsworth branch, along varied terrain.</p>
Mon to Fri	09:00 - 17:30					
Sat	09:00 - 12:30					

<p>Warmsworth Road branch 100 Warmsworth Road Doncaster DN4 0RS</p> <p> Opening times</p> <table border="1"> <tr> <td>Mon to Fri</td> <td>08:30 - 17:30</td> </tr> <tr> <td>Sat</td> <td>08:30 - 17:00</td> </tr> </table>	Mon to Fri	08:30 - 17:30	Sat	08:30 - 17:00	<p> Services The same range of services will continue to be available, with the addition of an external ATM, but excluding Dollar On Demand Bureau De Change facilities. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> Access and facilities This service has a threshold strip and a wide automatic door at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p>	<p> Transport/parking Off road parking is available outside the premises. There is a frequent bus service available between Warmsworth branch and this Post Office service. The nearest bus stop is 100 yards away.</p> <p>A free national bus scheme is in operation, which offers free off-peak local bus travel for people over 60 and disabled people.</p> <p> Route This Post Office service is located approximately 1.1 miles away from Warmsworth branch, along varied terrain.</p>
Mon to Fri	08:30 - 17:30					
Sat	08:30 - 17:00					

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice are guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with Consumer Focus (a national organisation) on these guidelines.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office, or close a branch permanently, then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel. If we're considering closing a Crown Office, (*one of our larger offices that we run ourselves*), it's a 12 week consultation period.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at:
www.postoffice.co.uk/networkchange and select 'Network changes'.