



Dear Sir/Madam

**Bolton Post Office®**  
**124 Deansgate, Bolton, BL1 1AD**

**Local Public Consultation Decision**

I'm writing to confirm that following a period of local public consultation and review, the decision has been made to proceed with the proposal to move the above Post Office to the vacant retail premises at 12 Oxford Street, Bolton, BL1 1RF, where it will be run by our new retail partner.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Bolton, now and for the long-term.

**Public consultation feedback**

During the public consultation period we received 29 individual representations from customers and local representatives. Post Office also met with local MP Sir David Crausby and representatives of Bolton Council to discuss the proposal in more detail. Additionally we held a customer forum to talk about our plans and answer questions. The feedback commented on the new location being within a pedestrianised area, the size and suitability of the new premises, the potential impact of the markets and other street events on access to the new branch, and staffing. Other feedback welcomed the move to what was felt to be a more central location with better access and longer opening hours.

I would like to thank everyone who took the time to let us have their comments and provide information. 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, when making our decision.

**Getting to the new location**

We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also looked into the impact of the street markets on accessibility. The new branch will be located approximately 230 metres away from the current branch, along level terrain. We recognise that the proposed new location is in a pedestrian zone and when considering the consultation feedback, we further reviewed local parking facilities and public transport links.

For those travelling by car, there is time restricted pay and display parking on Le Mans Crescent with 14 spaces and 15 designated disabled bays approximately 87 metres away. Additionally, Central Street pay and display car park, with 169 spaces and 11 designated disabled bays is approximately 160 metres away. For customers using public transport, the nearest bus stop is on Deansgate approximately 120 metres from the new branch.

We acknowledge that when the street markets are in operation the street will be busier, however access to shops is not restricted. We are confident that, whilst the pedestrianised area is well used, any markets will be required to comply with the relevant traffic and pedestrian regulations. We are satisfied that these measures mean that access to the store will not be compromised, and in conclusion, I remain satisfied that customers in Bolton will continue to have good access to Post Office services.

### **What the new branch will look like**

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers. Our new retail partner regards the Post Office network as a vital part of community services. They will fully refurbish the vacant premises and install a new shop frontage and a new modern Post Office alongside their retail offer of Confectionery, Tobacco and News. We'll be working together to provide sufficient room for Post Office and shop customers.

The branch will have its own designated area to the rear of the store and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. There is a slight incline at the entrance and automatic doors will be installed. Externally the store front will include Post Office signage and an opening hours board.

There will be directional signage from the entrance door through to the new Post Office. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance the entrance area and shopping aisles will be kept free of obstructions. The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided.

The number of serving positions is based on current and future predicted business levels and the new branch will have two traditional floor to ceiling screened serving positions and four open plan positions. Following the move, the Post Office will also be open for 13.5 hours longer each week, including Saturday afternoons and Sunday, providing customers with more flexibility around their visits.

A war memorial is located in Bolton Post Office branch dedicated to those of our colleagues who worked for the organisation when it was known as the General Post Office (GPO), which included what is now Royal Mail. We are working with Royal Mail to identify the most appropriate place to relocate the memorial so that members of the public can continue to pay their respects to those of our colleagues who sacrificed their lives. Please be reassured that we fully recognise the importance and significance of war memorials and, once agreed, the relocation will be handled with due and proper care and sensitivity, including a re-dedication ceremony.

I'm satisfied that customer needs will continue to be met, and we'll monitor customer usage at the branch following the move and will work with our retail partner to make sure service standards are maintained.

### **Access to Post Office services and products**

The same wide range of products and services will still be available with the exception of the Biometric Enrolment Service for the Home Office. This will relocate to Walkden Central Post Office, 10/12 Edgerton Walk, Ellesmere Shopping Centre, Walkden, Manchester, M28 3AA, approximately 7.1 miles away. DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services will still be available in Bolton Post Office.

It is our intention to install an external cash machine, but this is subject to the relevant consent and planning permission and we are unable to confirm this at this time. If this is not possible or won't happen before the move, personal banking and Post Office Card Account customers can continue to make cash withdrawals free of charge at the main counter. Additionally, the nearest alternative external Post Office cash machine is at Chorley Old Road Post Office, 111-113 Chorley Old Road, Bolton, BL1 3AS approximately 0.8 miles from the current branch.

Staff will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

**Customer service training and existing staff**

Our new retail partner has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Bolton Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with our new partner to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

**Conclusion:**

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Bolton. The current branch will close at 17:30 on Wednesday 15 August 2018, with the new branch opening at 09:00 on Thursday 16 August 2018.

This information is also available on the Post Office Consultation Hub at:

[postofficeviews.co.uk](http://postofficeviews.co.uk)

Yours faithfully



**Roger Gale**  
**Network and Sales Director**  
**Post Office Limited**

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, by contacting us or on our website – [postofficeviews.co.uk](http://postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

<b>Bolton Post Office information sheet</b>															
<b>Address</b>	12 Oxford Street Bolton BL1 1RF														
<b>Opening hours</b>	<table border="1"> <tr><td>Mon</td><td>08:00 – 18:00</td></tr> <tr><td>Tue</td><td>08:00 – 18:00</td></tr> <tr><td>Wed</td><td>08:00 – 18:00</td></tr> <tr><td>Thu</td><td>08:00 – 18:00</td></tr> <tr><td>Fri</td><td>08:00 – 18:00</td></tr> <tr><td>Sat</td><td>09:00 – 18:00</td></tr> <tr><td>Sun</td><td>11:00 – 16:00</td></tr> </table>	Mon	08:00 – 18:00	Tue	08:00 – 18:00	Wed	08:00 – 18:00	Thu	08:00 – 18:00	Fri	08:00 – 18:00	Sat	09:00 – 18:00	Sun	11:00 – 16:00
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<b>Products &amp; Services</b>	The same wide range of products and services will still be available with the exception of the Biometric Enrolment Service for the Home Office. For reasons outside Post Office Limited's control, we cannot yet confirm whether a cash machine will be available at the new branch. The provision of a cash machine is subject to the relevant consent and planning permission.														
<b>Serving positions</b>	There will be six serving positions in total, two screened and four open plan. The total number of serving positions has been based on current and future predicted business levels.														
<b>Access &amp; facilities</b>	Access will be via automatic doors with a slope at the entrance to the proposed premises. Low level serving counters, a low level writing desk and hearing loops will be available.														
<b>How far away is it?</b>	Approximately 230 metres from the current branch, along level terrain.														
<b>Transport &amp; parking</b>	<p style="text-align: center;"><b>Parking</b></p> <p>Time restricted pay and display parking up to one hour on Le Mans Crescent, 14 spaces and 15 designated disabled bays approximately 87 metres away. Central Street pay and display car park, with 169 spaces and 11 designated disabled bays approximately 160 metres away</p> <p style="text-align: center;"><b>Buses</b></p> <p>Public transport available to and from the surrounding areas. The nearest bus stop is on Deansgate approximately 120 metres away from the new branch.</p>														
<b>Retail</b>	Confectionery, Tobacco, News Retailer														
<b>Date of move</b>	16 August 2018														

**To get this information in larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.**