



Dear Customer

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

Local public consultation

We are writing to let you know that we are proposing to move Bolton Post Office to the vacant retail premises at 12 Oxford Street, Bolton, BL1 1RF where it would be run by our new retail partner.

Why are we proposing this move?

This move is part of the continuing modernisation of our branch network. We believe the most effective way to secure the long term viability of Post Office services in Bolton is through a carefully selected retail partner, and we are confident that our proposal is the best way of safeguarding services for the community for years to come. The vast majority of our 11,600 Post Office branches, large and small, are successfully operated in this way with retail partners and we believe this is the best approach to keeping Post Offices in main shopping locations and at the heart of communities where they play in an important role in local economies.

Alongside modernising our branch network, we're continuing to develop our services to remain relevant for customers. As well as traditional mails and other services, today's Post Office network provides for the collection or return of online shopping, offers a 'click and collect' service for foreign currency available from over 3,500 branches and day-to-day banking for the majority of customers of UK banks - 99 per cent of UK personal banking customers and 75 per cent of business customers can now carry out day to day banking at any of our branches.

A wide range of services would still be available at the branch, with the exception of the Biometric Enrolment Service for the Home Office. The nearest alternative branch providing the Biometric Enrolment Service for the Home Office, is Salford City Post Office, 112 Rossall Way, Salford, M6 5DS, approximately 11.3 miles away. DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services would still be available at Bolton Post 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 a survey by our cash machine provider, operational considerations, relevant consent and planning permission.

About our retail partner

Our new retail partner regards the Post Office network as a vital part of community services and have satisfied us that they would be able to successfully run the branch in Bolton, by showing they can deliver excellent standards of customer service, with trained staff promoting products and services in a modern environment, over extended opening hours. They would completely refurbish the vacant premises, to incorporate a retail offer of Confectionery, Tobacco & News to run alongside a new modern Post Office.

The new Bolton Post Office branch

The new branch would be a bright, modern open-plan layout which would include a complete internal refurbishment, along with a new shop frontage. There is a slight incline at the entrance which meets Post Office Limited's own accessibility standards and all applicable legislation, automatic doors would be installed.

Directional signage will be provided from the entrance door through to the new Post Office area which will be within a dedicated area at the back and left hand side of the store. There will be six serving positions, which has been based on current and forecast future business levels; four open plan positions and two traditional screened position which will also provide travel money services. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional positions and still have a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed. Opening hours would be extended, offering customers an extra 13.5 hours a week.

We have stringent standards to ensure good access for all customers and our plans for the new branch include new automatic entrance doors, widened aisles, low-level counters, PIN pads, hearing loops and customer seating.

A war memorial is located in Bolton Post Office 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 will be 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. We fully recognise the importance and significance of war memorials and, once agreed, the relocation will be handled with great care and sensitivity, including a re-dedication ceremony.

What's next?

We're now starting a period of local public consultation and we'd welcome your views on the proposal. The change of management of the branch to one that is operated by a retail partner rather than by us directly is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change. However we welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy is it to get to the proposed new location?
- Are the new premises easy for you to get into and are they easily accessible once inside?
- Are there any other local community issues which you believe could be affected by or affect the proposed move?
- If the move were to proceed is there anything we could do to make it easier for customers?

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **006406**.

postofficeviews.co.uk

If you have a QR scanner on your mobile phone, all you need to do is scan here:



Any information we receive will be considered as we finalise our plans for the new branch. I've enclosed an information sheet that provides more details about the new location. I've also included information about the Code of Practice over the page and a full copy of the Code will be available in branch.

You can also let us have your comments in the following ways:



postofficeviews.co.uk



FREEPOST Your Comments

(This is the full address to use.

No further address or name details are required)



comments@postoffice.co.uk



Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

Dates for local public consultation:

Local Public Consultation starts	28 March 2018
Local Public Consultation ends	11 May 2018
Proposed month of change	August 2018

In this instance we have extended public consultation by 2 calendar days to allow for the Easter holiday period.

Post Office Ltd will host a customer forum in the coming weeks, and everyone will be welcome to attend to hear more about the proposed new location. We're currently finalising details of this event and further information will be provided in branch.

Thank you for considering our proposal. At the end of the consultation we will write to anyone who has provided feedback to the consultation to respond to the main issues raised and to explain our final plans.

Yours faithfully

Roger Gale
Network & Sales Director
Post Office Limited

Please note that items sent by Freepost take 2 working days to arrive and don't include Saturday or Sunday. Therefore please do allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

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.

Bolton Post Office information sheet				
	Current location		Proposed new location	
Address	124 Deansgate Bolton BL1 1AD		12 Oxford Street Bolton BL1 1RF	
Post Office Opening Hours	Mon	09:00 – 17:30	Mon	08:00 – 18:00
	Tue	09:30 – 17:30	Tue	08:00 – 18:00
	Wed	09:00 – 17:30	Wed	08:00 – 18:00
	Thu	09:00 – 17:30	Thu	08:00 – 18:00
	Fri	09:00 – 17:30	Fri	08:00 – 18:00
	Sat	09:00 – 17:30	Sat	09:00 – 18:00
	Sun	Closed	Sun	11:00 – 16:00
Products & Services	The same wide range of products and services would 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 a survey by our cash machine provider, operational considerations, relevant consent and planning permission.			
Serving positions	There would 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.			
Access and facilities	Access would 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 would be available.			
How far away is it?	Approximately 230 metres away from the current branch, along level terrain.			
Transport & parking at the proposed new premises	<p style="text-align: center;">Parking</p> <p>Central Street pay and display car park, with 169 spaces and 11 designated disabled bays approximately 160 metres away. 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.</p> <p style="text-align: center;">Buses</p> <p>Public transport available to and from the surrounding areas. The nearest bus stop is on Deansgate approximately 120 metres away from the proposed premises.</p>			
Retail	Confectionery, Tobacco & News			
Local Public Consultation starts	28 March 2018			
Local Public Consultation ends	11 May 2018			
Proposed month of Change	August 2018			

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

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 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.

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.postofficeviews.co.uk