



Dear Customer

Bryn Post Office®
290 Wigan Road, Ashton in Makerfield, Wigan, WN4 0BS

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to McColls Retail Group, 308-338 Wigan Road, Ashton in Makerfield, Wigan, WN4 0BS, where it will operate as one of our new local style Post Office branches.

We received four individual responses from customers during the local public consultation period. The main feedback commented about the availability of space, parking and queuing in the proposed store to accommodate a Post Office. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans. Other feedback welcomed easier parking, space and more staff at the proposed new premises.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is a free car park within 50 metres. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

It's clear that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as we possibly can. Access at the store is level with a wide door at the entrance.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

The local format is designed around following simple processes for handling transactions that are as straightforward and as quick as possible. One of the benefits of integrating the model into the retail offer, are the longer opening hours our operator can provide, as the Post Office would remain open for the same hours as the retail operation. This helps to alleviate queues, as customers are able to choose to visit at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening.

The very small number of services that will no longer be available can be accessed at Ashton In Makerfield Post Office, which offers the full range of Post Office services and can be reached by a frequent bus service.

This does not compromise the professional service standards that we provide at all of our branches. We will be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Monday 5 February 2018, with the new branch opening, at McColls Retail Group, 308-338 Wigan Road, at 13:00 on Tuesday 6 February 2018. If there are any unforeseen schedule changes 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 an alternative Post Office branch are provided below for your convenience:

- Ashton In Makerfield Post Office, 74 Bryn Street, Ashton in Makerfield, Wigan, WN4 9AU

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 279406.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.


Thank you for considering our proposal.

Yours sincerely



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use
and no further address details are required.**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



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.

Bryn Post Office information sheet															
Address	<p>McColls Retail Group 308-338 Wigan Road Ashton in Makerfield Wigan WN4 0BS</p>														
Opening hours	<table> <tr> <td>Mon</td><td>06:00 – 23:00</td></tr> <tr> <td>Tue</td><td>06:00 – 23:00</td></tr> <tr> <td>Wed</td><td>06:00 – 23:00</td></tr> <tr> <td>Thu</td><td>06:00 – 23:00</td></tr> <tr> <td>Fri</td><td>06:00 – 23:00</td></tr> <tr> <td>Sat</td><td>06:00 – 23:00</td></tr> <tr> <td>Sun</td><td>06:00 – 23:00</td></tr> </table>	Mon	06:00 – 23:00	Tue	06:00 – 23:00	Wed	06:00 – 23:00	Thu	06:00 – 23:00	Fri	06:00 – 23:00	Sat	06:00 – 23:00	Sun	06:00 – 23:00
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Sun	06:00 – 23:00														
Distance	90 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The proposed premises will have a wide automatic door and level access. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is a free car park within 50 metres from the proposed premises.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Tuesday 6 February 2018														

Bryn Post Office® services available	
Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk	
	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	x
Products marked x are available at Ashton in Makerfield Post Office, 74 Bryn Street, Ashton in Makerfield, Wigan, WN4 9AU	
Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 14:30	