



Dear Customer

Chadderton Post Office®
Unit 11, Chadderton Precinct, Oldham, OL9 0LQ
Modernising your Post Office

I'm delighted to tell you that we've decided, with the postmaster's agreement, to change the above Post Office branch to one of our new main style branches.

This change is part of the ongoing modernisation of our branch network. Over the last five years we have transformed over 7,500 branches so more customers can access Post Office products and services in a modern and friendly environment, often over longer hours including Sundays. We are confident that introducing a main style branch alongside a successful retail store is the most effective way to safeguard sustainable Post Office services in the local community into the future.

Your new Post Office branch

Customers would access Post Office services in a modern, open-plan environment alongside the operator's retail. Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It will be in a dedicated area of the store with 1 screened and 1 open-plan positions. The same range of Post Office products and services would be available. We'd also add a low-screened, modern Post Office till at the retail counter offering most Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with main style branches stands at 95 per cent.

Your new-look Post Office is scheduled to open at the current location on Thursday 01 November 2018 at 13:00 - it will need to close for refurbishment on Monday 15 October 2018 at 17:30. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. I've included details of other Post Office branches in the area that customers can use during the refurbishment and some useful information about the change. Posters will now be displayed in branch so customers are aware of the change.

Getting in touch

I'm happy to answer any questions you may have about the new service. Please contact the National Consultation team, whose contact details are provided overleaf.

We look forward to welcoming customers to their new main Post Office branch.

Yours sincerely

Ian Murphy

Ian Murphy
Area Network Change Manager

How to contact us:

postofficeviews.co.uk
comments@postoffice.co.uk
FREEPOST Your Comments

Chadderton Post Office information sheet				
Post Office opening hours	Current		New	
	Mon	08:30 – 17:30	Mon	09:00 – 17:30
	Tue	08:30 – 17:30	Tue	09:00 – 17:30
	Wed	09:00 – 17:30	Wed	09:00 – 17:30
	Thu	09:00 – 17:30	Thu	09:00 – 17:30
	Fri	09:00 – 17:30	Fri	09:00 – 17:30
	Sat	09:00 – 12:30	Sat	09:00 – 17:30
	Sun	Closed	Sun	Closed
New Opening times of Post Office service at retail counter offering selected services	<div>Mon - Sat</div> <div>09:00 – 17:30</div>			
Products & Services	The same range of products and services will still be available with a wider selection of on demand travel money.			
Accessibility	There will be a low level serving counter and a hearing loop.			
Serving positions	There will be three serving positions. These will be a mixture of one screened, one open plan and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.			
Current Post Office branch closes for refurbishment			New style Post Office branch opens	
Monday 15 October 2018 at 17:30			Thursday 01 November 2018 at 13:00	

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.

Alternative branches:**Oldham Post Office**

3-5 Lord Street
Oldham
OL1 3HP

Services

The same range of services will continue to be available.

Access and facilities

This branch has a wide door and level access at the entrance.

Opening times

Monday	09:00 – 17:30
Tuesday	09:30 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 17:30

Transport/parking

Pay and display parking is available nearby. There is a frequent bus service available between Chadderton branch and this Post Office service. The nearest bus stop is 110 metres away.

Route

This Post Office service is located approximately 1.3 miles away from Chadderton branch, along varied terrain.

Lee Street Post Office

67 Lee Street
Oldham
OL8 1EG

Services

The same range of services will continue to be available however excluding National Lottery and Passport Check & Send.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1.3 miles away from Chadderton branch, along varied terrain.

Principles of Community Engagement on changes to the Post Office network

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- 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-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities 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.

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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ 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 2 and 3 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.

⁴ 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.

⁵ 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.