



Dear Customer

Local public consultation – Decision

**Droylsden Post Office
Wharf Point, 3 Manchester Road, Droylsden, M43 6EP**

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office into Unit 5 Droylsden Shopping Centre, 11 Queens Walk, Droylsden, M43 7AD, where it will continue to operate as one of our mains style branches.

I would like to thank everyone who took the time to let us have their comments and provide information. All 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, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will now close at 17:30 on Thursday 25 April 2024, with the new branch now opening, at Unit 5 Droylsden Shopping Centre, at 13:00 on Monday 20 May 2024. If there are any unforeseen circumstances 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 two alternative Post Office branches are provided below for your convenience:

- Edge Lane Post Office, 375 Manchester Road, Droylsden, Manchester, M43 6GE
- Sunnyside Road, 79 Sunnyside Road, Droylsden, Manchester, M43 7GZ

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to consultation is available at the end of this letter.

Yours faithfully

Sarah Cottrell

**Sarah Cottrell
Network Provision Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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.

Appendix A

Response to Local Public Consultation

Consultation started Thursday 09 November 2023

Consultation ended Thursday 21 December 2023

Consultation responses

- 172 responses from customers and local representatives

Key issues raised

- Distance
- Queues and Serving Counters
- Cash Machine & Post Box

Response to issues raised

Distance

The new premises are located approximately 95 metres from the current branch. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current branch.

Queues and Serving Counters

The new Post Office is housed within a dedicated area of the store with two screened counter positions, as well as an additional Post Office service point located at the retail counter. This enables customers to carry out a range of Post Office products and services alongside retail transactions. We have worked with the postmaster and monitor service standards to ensure they are maintained and that staffing levels are aligned to meet customer demand particularly at busy periods. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing.

Cash Machine & Post Box

When the current postmaster was appointed, the external cash machine was not transferred for operation and currently it is not in use. Therefore, it will not be transferring to the new branch.

The nearest alternative free to use cash machine can be found approximately 1.4 miles away at Clayton Post Office, 627 Ashton New Road, Manchester, M11 4RX. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counter of the new branch.

With regards to the post box, our normal procedure is to inform Royal Mail of our proposal as they are responsible for all matters relating to the delivery and acceptance of mail including the siting of post boxes. The decision on whether to relocate or install a new Post Box is therefore for them to make and as a separate business to Post Office Ltd they will have their own procedures to follow, which may include submission of planning applications and consideration of other utilities in the area.

Appendix B

Droylsden Post Office Summary Sheet

Unit 5 Droylsden Shopping Centre, 11 Queens Walk, Droylsden, M43 7AD

New opening hours

Mon - Fri	09:00 - 17:30
Sat	09:00 - 13:00
Sun	Closed

There are times our branches may need to make changes to its opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Products & Services

The same range of products and services will still be available.

Serving positions

There will be three serving positions in total; two screened and a Post Office serving point at the retail counter.

Access

The new premises will have a wide door and level access at the entrance.

Internally, there will be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.

Getting there

The new branch will be located approximately 95 metres away from the previous branch, along mostly level terrain.

Droylsden Short Stay car park is available nearby with dedicated disabled parking bays.

Retail

Newsagents/Convenience Store.

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

- Permanent closure of a Post Office branch⁵
- 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-week⁶ 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, Consumer 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, Consumer 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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[Comments@postoffice.co.uk](https://postofficeviews.co.uk)
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⁵ 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.

⁶ 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.