

Dear Customer



## **Local public consultation – Decision**

**Halliwell Road Post Office  
450 Halliwell Road, Bolton, BL1 8AN**

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 Claremont House, 263 Halliwell Road, Bolton, BL1 3PE, where it will be operated by a new postmaster.

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.

We're currently making the final arrangements for the move and further information will be provided in branch once the dates have been agreed.

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://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  
Regional Change Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://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** Friday 14 March 2025

**Consultation ended** Friday 25 April 2025

#### **Consultation responses**

- 35 responses from customers

#### **Key issues raised**

- Distance
- Parking
- Security/Anti-social behaviour

#### **Response to issues raised**

##### **Distance**

The new premises are located approximately 450 metres from the previous 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 previous branch.

##### **Parking/ Traffic congestion**

Traffic congestion and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces and traffic congestion is outside the direct control of Post Office Limited. A further review of parking has been carried out and has confirmed that there will be dedicated parking available at the front and the rear of the new premises and time restricted roadside parking is available nearby.

##### **Security/Anti-social behaviour**

We acknowledge the concerns made about anti-social behaviour in the area. Although such matters are outside our direct control and are for the relevant authorities and local police to resolve, Post Office takes security very seriously. While we cannot go into specific details around our security arrangements, strict guidelines will be put in place and we take every physical precaution within our branches, to provide a safe and secure environment for both our customers and staff. We can assure you the postmaster will take safety measures by implementing CCTV in the new branch for additional customer security. The postmaster will engage with the community police in the event of any anti-social behaviour outside and around the new branch.

## Appendix B

### Halliwell Post Office Information Summary

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](http://www.postoffice.co.uk/branch-finder)

New Location																	
Claremont House, 263 Halliwell Road, Bolton, BL1 3PE																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>08:00 – 18:00</td></tr><tr><td>Tuesday</td><td>08:00 – 18:00</td></tr><tr><td>Wednesday</td><td>08:00 – 18:00</td></tr><tr><td>Thursday</td><td>08:00 – 18:00</td></tr><tr><td>Friday</td><td>08:00 – 18:00</td></tr><tr><td>Saturday</td><td>08:00 – 18:00</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New opening times		Monday	08:00 – 18:00	Tuesday	08:00 – 18:00	Wednesday	08:00 – 18:00	Thursday	08:00 – 18:00	Friday	08:00 – 18:00	Saturday	08:00 – 18:00	Sunday	Closed
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Saturday	08:00 – 18:00																
Sunday	Closed																
Services available																	
The same services will continue to 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 450 metres away from the previous branch, along mostly varied terrain. There will be dedicated parking available at the front and the rear of the new premises and time restricted roadside parking is available nearby.																	
Store retail available	Convenience store.																

## **Principles of Community Engagement on changes to the Post Office network (extract)**

A full version of this document is available on our Consultation Hub - [postofficeviews.co.uk](https://postofficeviews.co.uk)

**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 branch<sup>5</sup>
- 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-week<sup>6</sup> 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 advocacy bodies.**

### **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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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.

**Postofficeviews.co.uk**

**Call: 03452 66 01 15**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>5</sup> 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.

<sup>6</sup> 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.