



Dear Customer,

Local public consultation - Have your say

**Manchester Post Office
26 Spring Gardens, Manchester, M2 1BB**

I am writing to confirm that, after careful consideration of the feedback received and all other relevant factors, we have decided not to directly replace Manchester Directly Managed branch when it closes.

As a result of consultation feedback, we have undertaken a review of the products and services offered at the alternative branches and their capacity to absorb additional footfall. We will increase the range of services available at two alternative branches and in the wider area at Oxford Road Post Office.

We are currently advertising the opportunity to run a local branch service in the area. This will also help address concerns raised in consultation feedback from some customers who rely on a Post Office branch in the vicinity of the Manchester Post Office location. It is important that any future service be fit for purpose, in the right place for customers, and be commercially sustainable for the person operating the service, and for Post Office Limited. As detailed in our consultation proposal, we remain confident there will be adequate service provision in the area once Manchester Post Office branch closes.

However, we also recognise the importance of Post Office services to the local area, particularly for our more vulnerable customers and to address concerns of customers who rely on a city centre location. We would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy is currently being advertised on our website runapostoffice.co.uk and all applications will be thoroughly considered. If you are aware of any interested parties, please do share the link with them.

I would like to thank everyone who took the time to send their comments to us. 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 key issues raised in the consultation and our response to each of them is enclosed, along with an information sheet providing further details about alternative branches in the area.

The branch will close on Wednesday 14 August 2024 at 18:00 and we will provide information on the closure in branch to help notify customers and inform them of nearby branches.

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: **003422**

Posters will now be displayed in branch to let customers know about this decision.

Yours faithfully

Martin Edwards

Martin Edwards
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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 1 May 2024

Consultation ended 12 June 2024

Consultation responses

- 107 responses from customers and local representatives

Key issues raised

- Rationale for the closure
- Access and space within the alternative branches
- Staffing and Customer Service
- Range of Products & Services

Response to issues raised

Rationale for the closure

Our lease on the premises expires in August 2024 and the landlord has served notice for us to vacate. We will need to close on 14 August 2024 to vacate the premises and meet this date. Post Office Limited is working towards a fully franchised network and has taken this opportunity to review service provision in the area and is confident that there is sufficient to meet customer demand locally. The planned addition of a new local branch in the immediate area would help to mitigate concerns raised by our more vulnerable customers in the area who may find getting to the alternative branches more challenging and to address concerns of customers who rely on a city centre location.

Access and space within the alternative branches

Access both into and within the alternative branches will meet Post Office Ltd's own accessibility standards and all applicable legislation. We are working closely with the operators of the alternative branches to make sure that they are ready to meet the additional footfall and maintain quality of service. We will make sure there is sufficient space for Post Office customers, including wheelchair users, to move around all the branches. The entrance areas and shopping aisles will be kept free of obstructions.

We will work with the operators to plan their interior store layouts, to ensure optimum use of the space within the store and that access into and inside the branches is kept clear, as well as to ensure hearing loops and extendable pin pads are available. We will also engage with the operator of Piccadilly Plaza Post Office to explore the possibility of providing customer seating and a low level writing desk. To ensure customer needs are met, our Area Managers will monitor the quality of service and usage at the alternative branches.

Staffing and Customer Service

In respect of the team that work at Manchester branch, we have a strong track record of supporting our people through change and will ensure we do all we can to find a solution that works for each individual within the options available.

Staff at the alternative branches are fully trained in Post Office transactions and staffing levels will be reviewed and carefully aligned to meet customer demand. Staff will receive on-going training on products and services, as well as general operational and service-related matters. Postmasters who operate branches on our behalf must ensure adequate staff availability as part of their agreement with Post Office Limited. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

Range of Products & Services

We are confident that the alternative branches have the capacity to meet customer demand and cater for additional customers, offering a wide range of Post Office products and services. Any remaining uncollected BRP (Biometric Residence Permit) Cards can be collected from Piccadilly Plaza Post Office. 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.

We have reviewed the branch model formats of the alternative branches, and we will change Arndale Centre Post Office, Deansgate Post Office and Oxford Road Post Office to Mains model branches. Soon these branches will offer enhanced products and services and details will be provided in branch once they have been converted to the new model. Additionally Post Office Limited will work with the operators of Piccadilly Plaza and Deansgate branches to discuss the possibility of adding Self Service Kiosks to their branches.

Alternative branches

The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Mosley Street Post Office		Services
22-23 Mosley Street Manchester M2 3AG		A core range of products and services will be available. Please see service list for further details.
Opening times		Access
Mon - Fri	08:00 – 19:00	This branch has a wide door with level access at the entrance. Pin pads with extended cables and hearing loops will be available.
Sat	09:00 – 19:00	
Sun	10:00 – 18:00	
Getting there		
Approximately 270 metres from Manchester Post Office branch, along varied terrain. Time restricted pay and display roadside parking is available nearby. NCP Piccadilly Plaza car park is approximately 170 metres from the branch. Public transport is available to and from the surrounding areas.		

Arndale Centre Post Office	Services						
Arndale Shopping Centre Corporation Street Manchester M4 3AG	A core range of products and services will be available. Please see service list for further details.						
Opening times	Access						
<table><tr><td>Mon - Fri</td><td>06:00 – 22:00</td></tr><tr><td>Saturday</td><td>08:00 – 22:00</td></tr><tr><td>Sunday</td><td>09:00 – 20:00</td></tr></table>	Mon - Fri	06:00 – 22:00	Saturday	08:00 – 22:00	Sunday	09:00 – 20:00	Access is level with a double automatic door at the entrance to the premises. Pin pads with extended cables and hearing loops will be available.
Mon - Fri	06:00 – 22:00						
Saturday	08:00 – 22:00						
Sunday	09:00 – 20:00						
Getting there							
Approximately 300 metres from Manchester Post Office branch, along varied terrain. Arndale Car Park is located approximately 70 metres from the branch. There are disabled parking bays on Market Street approximately 110 metres from the branch. Public transport is available to and from the surrounding areas.							

Piccadilly Plaza Post Office		Services
Unit F4 Piccadilly Plaza Portland Street Manchester M1 4AL		The same products and services will be available. Please see service list for further details.
Opening times		Access
Mon - Fri	06:00 – 19:00	Access is level with a wide automatic door at the entrance to the premises. Low-level serving counters and low-level pin pads will be available.
Saturday	08:00 – 17:00	
Sunday	Closed	
Getting there		
Approximately 350 metres from Manchester Post Office branch, along varied terrain. There are disabled parking bays approximately 50 metres away on New York Street. NCP Piccadilly Plaza car park is approximately 70 metres from the branch. Public transport is available to and from the surrounding areas.		

Alternative branches (continued)

Deansgate Post Office		Services
109 Deansgate Manchester M3 2BQ		A core range of products and services will be available. Please see service list for further details.
Opening times		Access
Mon - Fri	08:00 – 21:30	Access is level with a threshold strip at the entrance to the premises. Pin pads with extended cables and hearing loops will be available.
Saturday	08:00 – 19:00	
Sunday	09:00 – 20:00	
Getting there		
Approximately 500 metres from Manchester Post Office branch, along varied terrain. Time restricted pay and display roadside parking is available nearby. Manchester King Street West Car Park is located approximately 120 metres from the branch. Public transport is available to and from the surrounding areas.		

Mount Street Post Office		Services
The Lexicon 10-12 Mount Street Manchester M4 4AA		A core range of products and services will be available. Please see service list for further details.
Opening times		Access
Mon - Fri	07:00 – 19:00	Access is level at the entrance to the premises. Pin pads with extended cables and hearing loops will be available.
Sat	09:00 – 19:00	
Sun	10:00 – 16:00	
Getting there		
Approximately 650 metres from Manchester Post Office branch, along varied terrain. Designated disabled bays are located opposite the branch, as well as pay & display parking bays in the nearby area. Public transport is available to and from the surrounding areas.		

Products and Services	Manchester	Alternative Branches				
		Mosley Street	Arndale Centre	Piccadilly Plaza	Deansgate	Mount Street
Everyday Personal & Business Banking						
Cash Withdrawals	✓	✓	✓	✓	✓	✓
Cash Deposits	✓	✓	✓	✓	✓	✓
Cheque Deposits	✓	✓	✓	✓	✓	✓
Mails						
Drop & Go	✓	✓	✓	✓	✓	✓
Parcelforce Express Services	✓	✓	✓	✓	✓	✓
DPD - Buy in branch	✓	✓	✓	✓	✓	✗
DPD - Drop off & Collections	✓	✓	✓	✓	✓	✗
Post & Go	✓	✗	✗	✗	✗	✗
Pay Bills & Top Up						
Pay Bills & Top-up	✓	✓	✓	✓	✓	✓
Passport Applications						
Paper Check & Send - New & Renewals	✓	✗	✗	✓	✗	✗
Digital Check & Send - New & Renewals	✓	✗	✗	✓	✗	✗
Licence Applications						
SIA (Security Industry Authority)	✓	✗	✗	✓	✗	✗
Home Office Services						
BRP (Biometric Residence Permit) Card Collection Service	✓	✗	✗	✓	✗	✗
Identity Services						
Document Certification	✓	✗	✓	✓	✗	✓
In Branch Verification	✓	✗	✗	✓	✗	✗
Driving						
DVLA Photocard Renewal	✓	✗	✗	✓	✗	✗
Vehicle Tax	✓	✗	✗	✓	✗	✗
Travel						
Foreign Currency	✓	Euros	✓	✓	Euros	Euros
Travel Insurance	✓	✗	✗	✓	✗	✗
Travel Money Card	✓	✓	✓	✓	✓	✓
Your Finances						
MoneyGram®	✓	✓	✓	✓	✓	✓
Western Union	✓	✓	✓	✓	✓	✗
Savings Application Forms	✓	✗	✓	✓	✗	✗
Savings Account ID Verification (free)	✓	✗	✓	✓	✗	✓
Bank of England Banknote Exchange	✓	✗	✗	✗	✗	✗

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

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 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
Comments@postoffice.co.uk
FREEPOST Your Comments

Call: 03452 66 01 15
Textphone: 03457 22 33 55

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.