



Dear Customer,

Local public consultation - Have your say

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

We're writing to let you know about proposed changes to service provision in your area as a result of our plans to close Manchester Directly Managed branch.

Why are we proposing this closure?

We regularly review the network to analyse how customers use and access Post Office products and services in their local community. This helps us achieve our aim to have the right branch, in the right location to maximise customers' access to the Post Office services they require. We operate in a challenging economic climate and Post Office must ensure its resources benefit the maximum number of customers across the country and that the network remains sustainable.

Our lease on the premises expires in August 2024 and the landlord has served notice for us to vacate. Consequently, we have reviewed Post Office services in the local area. We believe there is enough provision of Post Office services to meet the needs of customers in the local area who currently use the Manchester branch, without the need for a direct replacement of this branch. The existing provision, in addition to our plans to advertise the opportunity to operate one of our Local style branches in the area, will provide Manchester branch customers with the access to the Post Office products and services they need. Additionally, as part of our continual review of provision across the network, we will monitor customer usage in the local area and look to provide additional services in future, if required.

We'd like your help

We're now starting a period of local public consultation on access to Post Office services at nearby alternative branches. Mosley Street Post Office is located approximately 270 metres away from Manchester Post Office and a further five branches, Arndale Centre Post Office, Piccadilly Plaza Post Office, Deansgate Post Office, Mount Street Post Office and Shudehill Post Office all within 650 metres. Great Ancoats Street Post Office is also located approximately 0.7 miles from Manchester Post Office. The information sheet in this leaflet provides more details about some of the alternative branches and the range of products that will be available. Your feedback is important to us as it will help to inform our decision.

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- **How easy is it to get to the alternative branches?**
- **Are the alternative branches easy for you to get into and are they easily accessible inside?**
- **If there are any local community issues you think we should know about that might be affected by the change?**

Please note the closure of the branch is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect the change.

Local Public Consultation starts	01 May 2024
Local Public Consultation ends	12 June 2024
Month of closure	August 2024

You can share your views on the proposed change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **003422**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

Want to tell us what you think right here and now?
Scan here.

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



Good to know

- The alternative branches offer a wide range of Post Office products and services and, due to the overall extended opening hours, provide continued good access to our services. 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 counters of these branches.
- We will review and discuss branch model formats, products and services offered by the alternative branches with the postmasters that operate them, to identify any appropriate changes following the closure of Manchester Post Office branch. This will be subject to any possible change being sustainable for the postmaster operating the service, and for Post Office Limited.
- We will review the transfer of any remaining uncollected BRP (Biometric Residence Permit) Cards to an alternative branch for collection.
- As with any proposed branch closure we understand that customers are often concerned about the impact of such changes on staff. Please be assured that our staff will be fully supported throughout this process.
- We would welcome any applications from potential retail partners interested in running a Local style Post Office branch in the area on our behalf. The vacancy will be advertised on our website www.runapostoffice.co.uk and all applications will be fully considered. If you are aware of any interested parties, please do share the link with them.
- Any information we receive will be carefully considered as we finalise our plans.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Consultation is available at the end of this letter.

Thank you for considering our proposal.

Yours faithfully

Martin Edwards

Martin Edwards

Network Strategy & Delivery Director

Post Office Limited

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

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 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 range of products and services will be available. Please see service list for further details.
Opening times		Access
Mon - Fri	06:00 – 22:00	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.
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 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 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 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.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

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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.