



Dear Customer

**Manchester Mount Street Post Office®
Town Hall Annex, Mount Street Wing, Albert Square, Manchester, M2 5DB**

Local public consultation decision

I am writing to confirm that, after careful consideration of the feedback received and all other relevant factors, we have decided that there is sufficient access to alternative Post Office services to cope with demand in the area, so we will proceed with our decision to close Manchester Mount Street branch.

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 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.

It's clear that the Post Office plays an important part in the lives of our customers living and working in this area of the City, and we want to make our services as accessible as possible. Without doubt, the Post Office has a special position in the community. I am confident that the remaining branches in the area will meet customer needs both now and in the future, ensuring residents have continued access to Post Office services while delivering an excellent service.

Posters will now be displayed in branch to let customers know about this decision. The branch will cease trading at 18:00 on Wednesday 15 May 2019.

Yours faithfully

**Roger Gale
Network & Sales Director
Post Office Limited**

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

Appendix A – Response to Local Public Consultation

Consultation started: 6 February 2019

Consultation ended: 20 March 2019

Consultation responses

- 16 responses from customers and two local representatives - Ms Joanne Roney Chief Executive Manchester City Council and Councillor William Jeavons

Key issues raised

- Access to Post Office services at the alternative branches

Response to issues raised

Access to Post Office services at the alternative branches

Piccadilly Plaza Post Office is located 0.4 miles away from Manchester Mount Street Post Office with designated disabled parking bays on New York Street approximately 56 metres from the branch. A further two branches Manchester Post Office in Spring Gardens and Great Ancoats Street Post Office are within one mile. Additionally, Deansgate Post Office is located approximately 0.2 miles away from the Manchester Mount Street branch.

We are satisfied that all of the alternative branches have sufficient capacity to absorb additional business and meet the needs of local businesses and personal customers. Additionally, 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 have been working closely with the new operators to plan their interior store layouts, to ensure optimum use of the space within the stores and that access into and inside the branches is kept clear and free of obstacles. To ensure customer needs are met, we will closely monitor waiting times and usage at the alternative branches and we will also continue to review service provision in the area.

Alternative branches in the area

Piccadilly Plaza Post Office

Piccadilly Plaza Post Office						
Address	Unit F4 Piccadilly Plaza Portland Street Manchester M1 4AL					
Post Office Opening Hours	<table><tr><td>Mon - Fri</td><td>06:00 – 18:00</td></tr><tr><td>Sat</td><td>09:00 – 17:30</td></tr></table>		Mon - Fri	06:00 – 18:00	Sat	09:00 – 17:30
Mon - Fri	06:00 – 18:00					
Sat	09:00 – 17:30					
Distance	Approximately 0.4 miles away from Manchester Mount Street Post Office along varied terrain.					
Accessibility	<p>Access and facilities</p> <p>There is a wide double automatic door and level access at the entrance of the branch. A low level serving counter, low level writing desk and hearing loops are available.</p> <p>Transport/Parking</p> <p>Pay and display roadside parking is available nearby. Pay and display car park at Piccadilly Plaza approximately 60 metres away. Disabled parking bays approximately 56m away.</p>					

Manchester Post Office

Manchester Post Office		
Address	26 Spring Gardens Manchester M2 1BB	
Post Office Opening hours		
	Mon, Wed, Thu, Fri	09:00 – 18:00
	Tue	09:30 –18:00
	Sat	09:00 – 17:30
Distance	Approximately 0.3 miles away from Manchester Mount Street Post Office along varied terrain.	
Accessibility	Access and facilities	
	There is wide double automatic door and level access at the entrance of the branch. A low level serving counter, low level writing desk and hearing loops are available.	
	Transport/Parking	
	Disabled parking available outside this branch and pay and display roadside parking is available nearby.	
	Pay and display car park at Piccadilly Plaza approximately 335 metres away	

Great Ancoats Street Post Office

Great Ancoats Street Post Office						
Address	57 Great Ancoats Street Manchester M4 5AB					
Post Office Opening hours	<table><tr><td>Mon - Sat</td><td>07:00 – 22:00</td></tr><tr><td>Sun</td><td>08:00 – 22:00</td></tr></table>		Mon - Sat	07:00 – 22:00	Sun	08:00 – 22:00
Mon - Sat	07:00 – 22:00					
Sun	08:00 – 22:00					
Distance	Approximately 0.8 miles away from Manchester Mount Street Post Office along varied terrain.					
Accessibility	<p>Access and facilities</p> <p>There is a wide door and level access at the entrance of the branch. A low level serving counter, low level writing desk and hearing loops are available.</p> <p>Transport/Parking</p> <p>Pay & display roadside parking is available nearby. Pay and display car park at Port Street approximately 270 metres away</p>					
Deansgate Post Office						
Address	109 Deansgate Manchester M3 2BQ					
Post Office Opening hours	<table><tr><td>Mon - Sat</td><td>08:00 – 18:00</td></tr><tr><td>Sun</td><td>09:00 – 17:00</td></tr></table>		Mon - Sat	08:00 – 18:00	Sun	09:00 – 17:00
Mon - Sat	08:00 – 18:00					
Sun	09:00 – 17:00					
Distance	Approximately 0.2 miles away from Manchester Mount Street Post Office along varied terrain.					
Accessibility	<p>Access and facilities</p> <p>There is wide door and level access at the entrance of the branch. A low level serving counter, low level writing desk and hearing loops are available.</p> <p>Transport/Parking</p> <p>Pay & display roadside parking is available nearby.</p>					

To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.

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.

postofficeviews.co.uk
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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.