



Dear Customer

## **Local public consultation – Decision**

**Shaw Hall Post Office  
Best One, 190 Talbot Road, Hyde, SK14 4HJ**

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 195 Talbot Road, Hyde, SK14 4HJ (formerly the Clarence Hotel).

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 close at 17:30 on Wednesday 14 February 2024, with the new branch opening, at 195 Talbot Road, at 13:00 on Friday 23 February 2024. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During this period of temporary closure customers may use any convenient Post Office branch. possible alternatives are provided below. The latest available branch information can be found using our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

- **Yew Tree Lane Post Office, 66-68 Yew Tree Lane, Cheshire, SK16 5BJ**
- **Hyde Post Office, 30-32 Market Place, Hyde, Cheshire, SK14 2QU**
- **Oxford Road Post Office, 24 - 26 Concord Way, Dukinfield, Cheshire, SK16 4DB**

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](http://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](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](http://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 5 September 2023**

**Consultation ended 17 October 2023**

#### **Consultation responses**

- 26 responses from customers and local representatives

#### **Key issues raised**

- Access and Internal Space
- Parking and Traffic Congestion

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

##### **Access and Internal Space**

There will be two entrances to the new premises. The main entrance will have a wide door and steps, however the operator will also provide access to Post Office services via an alternative entrance located to the side of the new premises with a wide automatic door and a ramp. A bell and signage will be provided at the main entrance to allow customers to request assistance from staff.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

##### **Parking and Traffic congestion**

Parking and peak time traffic congestion are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that roadside parking is available outside the new premises and in the surrounding side streets.

## **Appendix B**

### **Shaw Hall Post Office Information Summary**

**195 Talbot Road, Hyde, SK14 4HJ (formerly the Clarence Hotel)**

#### **New opening hours**

Mon - Fri	08:30 – 17:30
Sat	08:30 – 12:30
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](http://www.postoffice.co.uk/branch-finder)**

#### **Products & Services**

The same services will be available.

#### **Serving positions**

There will be a Post Office serving point at the retail counter.

#### **Access**

Access into the new premises will be via a wide door and steps at the main entrance, as well as via an alternative entrance located to the side of the new premises with a wide automatic door and a ramp. A bell and signage will be provided at the main entrance to allow customers to request assistance from staff.

Internally, there will be a hearing loop and space for a wheelchair.

#### **Getting there**

The new premises will be located approximately 75 metres away from the previous branch, along mostly level terrain. Roadside parking is available outside the new premises and in the surrounding side streets.

#### **Retail**

Convenience Store

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Shaw Hall Post Office services available	
For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.	
	New Branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Parcelforce Express Service	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
MoneyGram	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
<b>Travel</b>	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	✓
Other Products are available at <b>Oxford Road Post Office</b> , 24 - 26 Concord Way, Dukinfield, SK16 4DB	Opening times: Mon – Fri      07:00 – 17:30 Sat              07:00 – 12:30 Sun              Closed

## **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>1</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>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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**

**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</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>2</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.

<sup>3</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>4</sup> 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 <sup>3</sup> and <sup>4</sup> 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.