



Dear Customer

Local public consultation – Decision

**Stalybridge Post Office
1 Trinity Street, Stalybridge SK15 2PW**

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 Ground Floor, 2 The Hayloft, Dean Street, Stalybridge, SK15 2JD, where it will continue to operate as one of our main style branches.

In our consultation materials we reference the new address as The Hayloft, Dean Street, Stalybridge, SK15 2JD, however the address has since been updated and its now 2 Hayloft, Dean Street, Stalybridge, SK15 2JD still at the same location.

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 12:30 on Saturday 15 August 2026, with the new branch opening, at The Hayloft, Dean Street, at 13:00 on Tuesday 25 August 2026. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

Regrettably, the closure period is unavoidable due to the transfer of equipment and we apologise for the inconvenience this may cause. We hope that our customers will continue to use Post Office services and details of possible alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder.

This information is also available on the Post Office Consultation Hub at: 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

Sam Williams

**Sam Williams
Divisional Retail Change Manager
Post Office Limited**

comments@postoffice.co.uk

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 12 May 2026

Consultation ended 23 June 2026

Consultation responses

- 70 responses from customers and local representatives

Key issues raised

- Parking
- Rational for the move

Response to issues raised

Parking

Parking and the availability of parking spaces 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 time restricted roadside parking is available opposite the new premises on Trinity Street.

Rational for the move

The lease on the current premises expires at the end of August, and as the building is in a state of repair, it will be closing when the lease ends, the postmaster has therefore taken this opportunity to relocate the branch to new premises nearby.

Appendix B

Stalybridge Post Office Information Summary

There are times our branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

New Location																	
Ground Floor, 2 The Hayloft, Dean Street, Stalybridge, SK15 2JD																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 - 13:00 14:00 - 17:30</td></tr><tr><td>Tuesday</td><td>09:00 - 13:00 14:00 - 17:30</td></tr><tr><td>Wednesday</td><td>09:00 - 13:00 14:00 - 17:30</td></tr><tr><td>Thursday</td><td>09:00 - 13:00 14:00 - 17:30</td></tr><tr><td>Friday</td><td>09:00 - 13:00 14:00 - 17:30</td></tr><tr><td>Saturday</td><td>09:00 - 12:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New opening times		Monday	09:00 - 13:00 14:00 - 17:30	Tuesday	09:00 - 13:00 14:00 - 17:30	Wednesday	09:00 - 13:00 14:00 - 17:30	Thursday	09:00 - 13:00 14:00 - 17:30	Friday	09:00 - 13:00 14:00 - 17:30	Saturday	09:00 - 12:30	Sunday	Closed
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Sunday	Closed																
Products and Services																	
The same products and services will still be available.																	
Serving positions																	
There will be four serving positions in total: two screened and two Post Office serving points at the retail counter. The total number of serving positions has been based future predicted business levels.																	
Access																	
Currently there is a step at the entrance to the proposed premises, works will be carried out to remove the step and create level access, and a new door will be installed. Internally, there will be Low-level serving counters, a low-level writing desk, hearing loops and space for a wheelchair.																	
Getting there																	
The new branch will be located approximately 100 metres away from the current branch, along mostly level terrain. Time restricted roadside parking is available opposite the new premises on Trinity Street.																	
Store retail available	Stationery																

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Oxford Road Post Office		Services available
24-26 Concord Way Dukinfield SK16 4DB		Offers similar services, however excluding Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	07:00 – 17:30	There is a ramp at the entrance to the premises.
Sat	07:00 – 12:30	
Sun	Closed	
Getting there		

Approximately 1.3 miles from Stalybridge Post Office branch, long varied terrain. There is car park outside the branch with dedicated disabled parking. Public transport is available to and from the surrounding area.

Millbrook Post Office		Services available
Premier 380-382 Huddersfield Road Stalybridge SK15 3ET		Offers similar services, however excluding a comprehensive range of Travel Money, except Euro Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	08:00 – 21:00	There are steps at the entrance to the premises.
Sun	09:00 – 19:00	
Getting there		

Approximately 1.4 miles from Stalybridge Post Office branch, along varied terrain. Parking is available outside the branch. Public transport is available to and from the surrounding area.

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

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

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.