

Dear Customer,

## **Local public consultation – Decision**

**Trafford Centre Post Office  
Unit L40D 10 Peel Avenue, The Trafford Centre, Newpoint, Manchester, M17 8BN**

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 Unit 13a, 150 Regent Crescent, Trafford Centre, Trafford Park, Manchester, M17 8AP.

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 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 summary 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.

Unfortunately, the postmaster's lease for the previous premises has expired and the premises are no longer available Post Office use, subsequently, the branch closed on Tuesday 25 June 2024 at 19:30. The new premises, at The Trafford Centre, First Floor, Newpoint, Unit 146 Regents Crescent, Manchester, M17 8AP, will not be available until Friday 15 November 2024. Please accept my apologies for the extended closure period on this occasion. If there are any unforeseen circumstances which mean these dates change, posters will be displayed to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Crofts Bank Post Office, 12 Lostock Road, Urmston, M41 0PS
- Urmston Post Office, 24-26 Flixton Road, Urmston, M41 5AA

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://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.

Your faithfully

*Sarah Cottrell*

**Sarah Cottrell  
Regional Change Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://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** 07 December 2023

**Consultation ended** 18 January 2024

#### **Consultation responses**

- 01 responses from a customer

#### **Key issues raised**

- Internal Space and Queuing

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

##### **Internal Space and Queuing**

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 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.

## Appendix B

### Trafford Centre Post Office Information Summary

U13a, 150 Regent Crescent  
Trafford Centre  
Trafford Park  
Manchester  
M17 8AP

#### New opening hours

Mon - Sat	09:30 – 19:30
Sun	11:00 – 17:00

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 range of products and services will still be available.

#### Serving positions

There will be four serving positions in total; three screened and one open plan serving position.

#### Access

Located on the first floor of Trafford Centre, the new unit will have a wide door and level access at the entrance. The Post Office area will be located on the first floor, which can be accessed by a lift or an escalator.

Internally, there will be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.

#### Getting there

The new unit will be located approximately 600 metres away from the previous branch.

No change to the existing parking available, parking is available at The Trafford Centre with dedicated disabled parking and dedicated Parent & Child parking.

#### Retail

Confectionery, tobacco, news with stationery.

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## **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>5</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>6</sup> 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](https://postofficeviews.co.uk)

[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>5</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>6</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.