



Dear Customer

Tyldesley Post Office®
39 Johnson Street, Tyldesley, Manchester, M29 8SB

Local Public Consultation Decision

We will be proceeding with the relocation of the above branch to 1 The Square Tyldesley, Manchester, M29 8FF, where it will operate as one of our new main style Post Office branches.

We received 7 individual responses from customers and local representatives during the local public consultation period. The feedback welcomed the improved access at the proposed new location, however there was some concerns raised about the open plan counters and parking in the area. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new branch.

While I acknowledge the concerns raised about parking in the area, it is fair to say that this is a problem faced in many locations nationwide. When looking at service provision in an area, we are mindful of the needs of our customers. However, as I am sure you will understand, the availability of parking spaces are outside the direct control of Post Office Limited. I can confirm that there is a public car park within 50 metres and two designated disabled bays to the rear of the new premises. Therefore I am satisfied that there are adequate parking facilities at the new branch to meet customers' requirements.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access into the new branch will be level and via a wide door at the entrance. The new-style main Post Office will be built to our high specification with a dedicated Post Office queuing area incorporating two security screened counters, two low level serving counters and a low level writing desk. We will be working closely with the new operator on the internal layout and some fixtures, fittings and retail will be re-aligned or removed to make sure there is clear access into the premises. The entrance, queuing area, as well as aisle width and turning space for a wheelchair, will be compliant with Post Office guidelines and kept free from obstructions ensuring customers have adequate room to move around without difficulty.

Privacy and security are very important to us. We work with the operator to make sure there is an appropriate level of privacy at the Post Office till points. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. All our operators and staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy, including Data Protection and Mail Handling. We already have a large number of branches offering Post Office services in this way and customer and operator feedback has been very encouraging.

Customers will be able to transact the same wide range of products and services and will benefit from longer opening hours on Saturdays.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am satisfied that following the move customers will have good access to Post Office services and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 12:30 on Saturday 28 July 2018, with the new branch opening, at 1 The Square Tyldesley, at 13:00 on Monday 30 July 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Atherton Post Office, 116-118 market Street, Atherton, Manchester, M46 0NS

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 368422

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully

Andy Wright

Andy Wright
Regional Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

Tyldesley Post Office information sheet															
Address	1 The Square Tyldesley Manchester M29 8FF														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	Closed
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Sat	09:00 – 17:30														
Sun	Closed														
Distance	110 metres away from the current branch, along level terrain.														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be four serving positions. These will be a mixture of two screened and two open plan.														
Accessibility & Accessibility works	<p>Access and facilities The new premises will have a wide door and level access. Internally, there will be a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking/Buses There is a public car park within 50 metres of the new premises.</p>														
Retail	Cards and stationery														
Date of relocation	Monday 30 July 2018 at 13:00														

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