



Dear Customer

**Local public consultation – Decision**

**Woodhouse Park Post Office  
92 Cornish Way, Manchester, M22 0JX**

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 Portway News & Convenience Store, at 337 – 339 Portway, Wythenshawe, Manchester, M22 0EJ, where it will be operated by a retail partner.

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 at 92 Cornish Way, closed on Thursday 11 August 2022. There is a delay with the opening of the new branch.

Your new-look Woodhouse Park Post Office is now scheduled to open at the new premises, at Portway News & Convenience Store, at 337 – 339 Portway, Wythenshawe, on Tuesday 6 September 2022 at 09:00.

We apologise for the late notification on this occasion and please accept my apologies for any inconvenience caused by the delay of the Post Office relocation.

If there are any unforeseen schedule changes, posters will be displayed at Portway News & Convenience Store to let customers know.

Please accept our apologies for the short break in service during the transfer. 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:

- Wythenshawe Post Office, Asda Stores, Unit 1 Swan Walk, Civic Centre, Wythenshawe, Manchester, M22 5HZ
- Heald Green Post Office, 264 Finney Lane, Heald Green, Cheadle, SK8 3QD

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.

Yours faithfully

*Sarah Cottrell*

**Sarah Cottrell**  
**Network Provision Manager**  
**Post Office Limited**

[comments@postoffice.co.uk](mailto: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** 5 April 2022  
**Consultation ended** 17 May 2022

#### **Consultation responses**

- 25 responses from customers and local representatives

We recognise that the Post Office plays an important part in the lives of our customers, particularly to the older and disabled people and we want to make our services as accessible as possible. Currently there is a step with a wide door at the entrance to the new premises. The new agent will complete works to remove the step and install a permanent ramp to provide improved and better access to customers. There will also be a hearing loop and space for a wheelchair. We are delighted that this branch will meet customer needs whilst helping to provide long term viability and future sustainability.

Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the style local Post Office to operate alongside the retail offer. We will be working closely with the new agent on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

The local style Post Office will operate from a Post Office serving point located at the shop counter, enabling customers to carry out the same range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better.

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

## Appendix B

### Woodhouse Park Post Office Information Sheet

Portway News & Convenience Store  
337 – 339 Portway  
Wythenshawe  
Manchester  
M22 0EJ

#### New opening hours

Monday - Saturday	06:30 – 21:00
Sunday	07:00 – 19:00

**During the Coronavirus pandemic the branch 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 a Post Office serving point at the retail counter.

#### Access

Currently there is a step with a wide door at the entrance to the new premises.

The new agent will complete works to remove the step and install a permanent ramp to provide improved and better access to customers.

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

#### Getting there

The new branch will be located approximately 550 metres away from the current branch, along varied terrain.

Parking is available in the layby outside the new premises and further roadside parking is available nearby.

Public transport available to and from the surrounding areas.

The nearest bus stop is at Portway Hatchett Road approximately 120 metres away from the new premises.

#### Retail

Convenience store

#### Date of move

Tuesday 6 September 2022 at 09:00

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**Woodhouse Park Post Office services available**

**For information about product availability call 03457 223344.**

**For details of maximum value of transactions, please speak to the operator.**

	<b>New branch</b>
<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	✓
Express & contract parcels	✓
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>	
Post Office Card Account	✓
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>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros</b>
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
	✓
<b>Payment by cheque</b>	
<p>Other Products are available at <b>Wythenshawe</b> Post Office, Asda Stores, Unit 1 Swan Walk, Civic Centre, Wythenshawe, Manchester, M22 5HZ</p> <p>Opening times: Mon &amp; Tue            08:30 – 18:00 Wed to Sat            08:00 – 18:00</p> <p>and at <b>Heald Green</b> Post Office, 264 Finney Lane, Heald Green, Cheadle, SK8 3QD</p> <p>Opening times: Mon – Fri            09:00 – 17:00 Sat                    09:00 – 13:00</p>	

## **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, 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**  
**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.