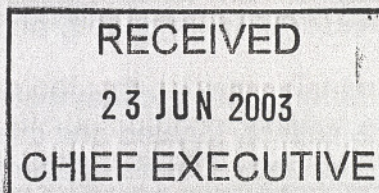


Branch closure

POST
OFFICE

John Willis
Chief Executive
Salford City Council
Salford Civic Centre
Chorley Road
Swinton MANCHESTER
M27 5AP



19 June 2003

Dear Mr Willis

The Post Office® Worsley Road branch
1 Partington Lane, Swinton, MANCHESTER, M27 5SR

Further to my recent letter to you, in which I advised you of our proposal to close the above branch, I am writing to let you know the final decision.

We have received a number of comments from customers and local representatives during the consultation period. Concerns centred mainly on the effect of the closure on the more elderly customers within the local community and the convenience of nearby alternative branches.

We believe the area to be well served by local Post Office branches. Indeed, there are a number of branches near to the above closing branch, as detailed below.

While we fully appreciate using a different branch a little further away will be a major change for some, we have carefully considered both the local terrain and the facilities available within the area, particularly parking and public transport, in arriving at our final decision. In addition to this, a member of our network team has personally visited the area and 'walked the ground', with a view to ensuring that all aspects of customer accessibility have, as far as possible, been taken into account.

It might be helpful at this stage to explain our main criterion for access to our network, which is that we aim to ensure that, even after the Network Reinvention programme is implemented, 95% of our customers live within a mile of their nearest Post Office branch, with the majority residing within half a mile. Currently, 96% of our customers nationally live within a mile of their nearest Post Office branch, with the majority of these residing within half a mile.

We have carefully considered our original proposal and taking into account the overall branch resources in the area, we have decided that permanent closure of the above branch is the correct action to take.

As a result, this branch will close permanently on 23 July 2003.

As indicated earlier, we remain satisfied that there are a number of alternative branches nearby that are suitably located and offer the right services to meet the needs of the local community. Details of alternative branch opening hours, transport, disabled access and routes are given below.

<p>Swinton branch 82 Chorley Road Swinton MANCHESTER M27 5XB</p>	<p>Opening times Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30</p> <p>Services The same range of services will continue to be available with the addition of motor vehicle licences. Customers can still collect pensions, benefits, tax credits etc in cash.</p> <p>Disabled access/ facilities Access to the branch is level. Facilities include space for wheelchair, hearing loop and disabled parking.</p>	<p>Transport There is a bus stop within 100 yards of the branch and public transport is available. There is car parking available to the rear of the branch and on Chorley Road.</p> <p>Route 0.5 miles from Worsley Road branch along a gradual incline. There are no major roads to cross between the two branches.</p>
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<p>Moorside branch 169 Moorside Road Swinton MANCHESTER M27 9LD</p>	<p>Opening times Mon Tue Thu Fri 09:00 – 17:30 Closed for lunch 13:00 – 14:00 Wed 09:00 – 13:00 Sat 09:00 – 12:30</p> <p>Services The same range of services will continue to be available. Customers can still collect pensions, benefits, tax credits etc in cash.</p> <p>Disabled access/ facilities Small step to the entrance of the branch. Facilities include a low-level counter.</p>	<p>Transport There is a bus stop at the junction of Moorside Road and public transport is available. There is restricted parking directly outside the branch with further parking available on Victoria Lane.</p> <p>Route 0.8 miles from Worsley Road branch along mainly flat terrain. Traffic control lights and a footbridge are available at the bottom of Moorside Road to assist pedestrians in crossing the A580.</p>
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Monton branch 209 – 211 Monton Road Eccles MANCHESTER M30 9PN	Opening times Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30 Services The same range of services will continue to be available. Customers can still collect pensions, benefits, tax credits etc in cash. Disabled access/ facilities There are steps to the entrance of the branch. Disabled parking available.	Transport There is a bus stop within 100 yards of the branch and public transport is available. There is parking available directly outside the branch for approx 6 cars with limited waiting time, and a large car park opposite with designated disabled spaces. Route 1.2 miles from Worsley Road branch along a gradual decline, however the route crosses the A580 East Lancashire Road. Traffic lights are available at the junction of Worsley Road and East Lancashire Road.
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If you would like further clarification on the reasons for this decision or information about the services which will be offered at the alternative branches please contact the Post Office® customer helpline 08457 22 33 44 or for details of other Post Office® branches visit our website at www.postoffice.co.uk

Yours sincerely



EDDIE HERBERT
Head of Area
Post Office Ltd.

The Post Office® is able to supply customers with this information, free of charge, in an alternative format for people who are visually impaired. To obtain a copy, call the Post Office® helpline on 08457 22 33 44 or textphone 08457 22 33 55.