



Dear Customer

Belle Vale Post Office®
Previously located at: 121 Belle Vale Road, Gateacre, Liverpool, L25 2PE

Local Public Consultation Decision

We are writing to confirm that we will be proceeding with our proposal to re-open the above Post Office branch to Unit C, Belle Vale Shopping Centre, Belle Vale, Liverpool, L25 2RG. Where it will operate as one of our new main style Post Office branches.

We received 02 individual responses from customers during the local public consultation period, all in support as customers welcomed the restoration of Post Office services to the local community.

I have carried out a final review of our original proposal and the feedback received during the local public consultation period. I was pleased to learn of the support for the move and we are also delighted that this branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide long term viability and future sustainability.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers, and we want to make our services as accessible as possible. Access into the store is level and via a wide door.

Internally, a modern, new main style Post Office branch will be built to our high specifications, with three screened serving positions incorporating low-level facilities. We will be working closely with the new operator on the design of the new branch to make sure that internal layout provides adequate space and privacy for Post Office customers and access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles. Customers will be able to transact the same wide range of products and services as currently, with the addition of a wider selection of on demand travel money.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. The new operator and their 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. They are also required to complete compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care. Full details of the new branch are provided at the end of this letter.

The new branch opened on Friday 05 January 2018.

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 166420

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. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
 -  comments@postoffice.co.uk
 -  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
 -  FREEPOST Your Comments
- Please note this is the full address to use and no further address details are required.**

This document is also available to view online, to see it – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



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.

Details of the new service:

| Belle Vale Post Office information sheet | | | | | | | | | | | | | | | |
|---|--|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|--------|
| Address | Unit C Belle Vale Shopping Centre Belle Vale Liverpool L25 2RG | | | | | | | | | | | | | | |
| 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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| Fri | 09:00 - 17:30 | | | | | | | | | | | | | | |
| Sat | 09:00 - 17:30 | | | | | | | | | | | | | | |
| Sun | Closed | | | | | | | | | | | | | | |
| Distance | 750 metres away from the previous closed branch, along varied terrain | | | | | | | | | | | | | | |
| Products & Services | The same wide range of products and services with a wider selection of on demand travel money. | | | | | | | | | | | | | | |
| Serving positions | There will be three screened serving positions. | | | | | | | | | | | | | | |
| Accessibility & Accessibility works | <p>Access and facilities The new premises has a wide door and level access at the entrance. Internally, there is a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking There is a car park available at Belle Vale Shopping Centre with designated disabled parking bays.</p> | | | | | | | | | | | | | | |
| Retail | Convenience store | | | | | | | | | | | | | | |
| Date of relocation | Friday 05 January 2018 | | | | | | | | | | | | | | |