



Dear Customer

Engaging with our customers - Share your views

Birkenhead Post Office

**Previously located at: WH Smith, 37 Borough Pavement,
The Grange Precinct Shopping Centre, Birkenhead, CH41 2XX**

We are delighted to let you know that following the temporary closure of Birkenhead Post Office, we will be re-opening the branch on Friday 8 July 2022 at 13:00.

This will be in a new location - 2 Princess Pavement, Grange Precinct, Birkenhead, CH41 2XY, (formerly Yorkshire Bank). The new premises, which are currently empty, will undergo a full refurbishment to incorporate the retail store with Birkenhead Post Office.

You may be aware following our partners, WH Smith, withdrawing the Post Office services from the above premises, the above branch closed temporarily in June 2021.

In the interim, to serve the local community with continued access to Post Office services we set up a temporary Post Office service, in November 2021, which is operating from, 6 Princes Pavement, Grange Precinct, Birkenhead, CH41 2XY. This service will cease from Thursday 7 July 2022.

We are pleased to let you know that your new Birkenhead Post Office branch will open on Friday 8 July 2022 at 13:00 at the new premises.

So that the equipment can be moved, the current Post Office service will close from the temporary location on Thursday 7 July 2022 at 17:00. We are sorry for any inconvenience this short period of closure may cause.

When the Post Office opens at the new location, it will continue to operate as our mains style branches and offer the same range of Post Office products and services.

We will display posters at the temporary Post Office service premises to tell customers the good news. If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of these posters, please let us know.

We would like to hear from you

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. The re-opening of the branch in a new location is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

We will be accepting comments until 9 June 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new branch are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for this service either by service name, postcode, or the unique branch code **452420**.

Once the plans have been finalised, we'll display a poster in new branch and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the opening date, posters will be displayed in branch to let customers know.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

Karl Haddon

Karl Haddon
Network Provision Lead

How to contact us:

postofficeviews.co.uk
comments@postoffice.co.uk
Call: 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.

Want to tell us what you think right here and now? Scan here.

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



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

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.

Birkenhead Post Office Information Sheet

**2 Princess Pavement
Grange Precinct
Birkenhead
CH41 2XY
(formerly Yorkshire Bank)**

Post Office opening hours

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 12:00
Sunday	Closed

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

Products & Services

The same range of products and services will continue to be available.

Serving positions

There would be three screened Post Office serving counters.

Access

The new premises would have level access and a wide automatic door at the entrance. Internally, there would be a hearing loop, a low-level writing desk, a low-level serving counter, and space for a wheelchair.

Getting there

The new branch would be located approximately 250 metres away from the former branch at WHSmith, within the Grange Precinct Shopping Centre.

Parking is available at The Pyramids Shopping Centre Car Park, with disabled parking. There are also several car parks in the vicinity of the new premises.

Retail

Convenience store/Stationery

Date of Change

Friday 8 July 2022 at 13:00

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

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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

² 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.

³ 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 ² and ³ 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.