



Dear Customer

**Bootle Post Office®
The New Strand, Bootle, L20 4ED**

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review the decision has been made to proceed with the proposal to move the above Post Office into the nearby vacant store at 1 The Hexagon, Strand Shopping Centre, Bootle, L20 4SZ. The branch will be operated by our new retail partner under a franchise agreement.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Bootle, now and for the long-term.

Public consultation feedback:

During the public consultation period we received one individual representation from a customer with positive comments about the move. We also held a customer forum to talk about our plans and answer questions. I would like to thank the customer who took the time to send comments and provide us with information.

Feedback welcomed the move to the shopping centre whilst asking about the job security of the current staff. The customer also wanted to know whether the post box will be relocated into the shopping centre. This feedback was taken into account along with all other relevant factors, when making our decision.

Getting to the new location:

With any relocation we carefully consider factors such as the local terrain, parking and transport links when developing our proposal. We also take into account whether there are any particular local road traffic issues that may negatively impact accessibility.

The new branch will be located approximately 380 metres away from the current location, along mostly level terrain. For customers travelling by car, there is a pay on exit multi-storey car park at the Strand Shopping Centre with over 500 spaces and 21 designated disabled bays available on Level 5. For those using public transport, a number of buses serve the shopping centre and the nearest bus stop is approximately 100 metres from the new premises.

Having reviewed access arrangements to the new location, I remain satisfied that customers in Bootle will continue to have good access to Post Office services.

What the new branch will look like:

We know that the Post Office plays an important part in the lives of customers, including our older and disabled customers. We will be working together with our new operator to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

The currently vacant premises in the shopping centre will undergo a complete refurbishment to provide a bright, modern open-plan branch with the introduction of a range of stationery and cards alongside the Post Office. The branch will have its own designated area at the rear of the store and customer access both into and within the store will meet Post Office's own accessibility standards and all applicable legislation.

Externally the store front will include Post Office signage and an opening hours board. Access into the store from the shopping centre is level and the entrance doors are kept open during store opening times. There will be directional signage from the entrance door through to the new Post Office area. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance the entrance area and shopping aisles will be kept free of obstructions. The Post Office area will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided.

The new branch will have five traditional floor to ceiling screened serving positions and the number of serving positions is based on current and future predicted business. Following the move, opening hours will be extended, offering customers an extra 5.5 hours, including Saturday afternoons, giving more flexibility around their visits.

I'm satisfied that customer needs will continue to be met. Alongside this, we'll monitor customer usage at the branch following the move and will work with our new operator to make sure service standards are maintained.

Access to Post Office services and products:

The same wide range of Post Office products and services will continue to be available. For reasons outside Post Office Ltd's control, we cannot yet confirm whether a cash machine will be available at the new branch. The provision of a cash machine is subject to a survey, operational considerations, relevant consent and planning permission. If this is not possible, or we are unable to install a cash machine before the move, customers can continue to withdraw cash free of charge at the counter. For customers requiring an out of hours service, the nearest alternative external Post Office cash machine is located at Linacre Post office which is located approximately 0.7 miles away and can be reached by a regular bus service.

Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will be available for customers to take away with them, and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

In respect of a post box, Royal Mail are aware of our plans and they will be responsible for determining whether or not the posting box should be re-sited. Full posting facilities will be available within the new branch. Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff:

Our new operator regards the Post Office network as a vital part of community services and has satisfied us that he is equally as committed to delivering excellent customer service as we are. Any person employed to work in the new Bootle Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the new operator and his team to provide support, in the same way we already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion:

We believe that franchising this branch will allow us to better secure the services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches is proving to be successful.

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Bootle. The current branch will close at 17:30 on Wednesday 21 March 2018, with the new branch opening at 09:00 on Thursday 22 March 2018.




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

Yours faithfully



Roger Gale
Network & Sales Director
Post Office Limited

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, by contacting us or on our website – postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Bootle Post Office information sheet															
Address	1 The Hexagon Strand Shopping Centre Bootle L20 4SZ														
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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Products & Services	The same wide range of products and services will still be available. For reasons outside Post Office Ltd's control, we cannot yet confirm whether a cash machine will be available at the new branch. The provision of a cash machine is subject to a survey by our cash machine provider, operational considerations, relevant consent and planning permission.														
Serving positions	There will be five screened serving positions in total. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	Access into the store from the shopping centre is level and the entrance doors are kept open during store opening times. Low level serving counters, a low level writing desk and hearing loops would be available.														
How far away is it?	Approximately 380 metres away from the current branch, along mostly level terrain.														
Transport & parking	<p style="text-align: center;">Parking/Transport</p> <p>There is a pay on exit multi-storey car park at the Strand Shopping Centre with over 500 spaces and 21 designated disabled bays available on Level 5.</p> <p>The nearest bus stop is approximately 100 metres from the proposed new premises.</p>														
Retail	Cards and stationary														
Date of move	22 March 2018														

To get this information in larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.