



Dear Customer

Local public consultation – Information update

**Central Village Post Office
Unit 6, Lewis's Building, Renshaw Street, Liverpool, L1 2SA**

We are writing further to our decision letter of Thursday 15 September 2022 explaining our decision to proceed with the move of the above Post Office into Unit 39, Dawson Way, St John's Precinct, Liverpool, L1 1LH, where it will be operated by the existing postmaster as one of our main style branches.

As you will be aware the current branch closed at 14:00 on Saturday 22 October 2022. Due to unforeseen circumstances the new branch did not open on Friday 11 November 2022 as previously planned. We apologise for any inconvenienced caused by this temporary closure period.

We are pleased to confirm that your new branch, opened Monday 21 November 2022 at 09:00, at: Unit 39, Dawson Way, St John's Precinct. Liverpool, L1 1LH. We do hope that you will enjoy using the new Post Office.

We 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.

This information is also available on the Post Office Consultation Hub at: 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**

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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 28 June 2022

Consultation ended 9 August 2022

We received 5 individual responses from customers and local representatives during the local public consultation period, who supported the move of the branch. Respondents welcomed retention of Post Office services locally, the ease of access, located more central to local community, amongst other shops and amenities, and increased space, which would be available in the new branch.

We have carefully considered our original proposal and the feedback received during the local public consultation period. We are confident that the new branch is suitably located will meet customer needs, whilst helping to provide future sustainability for the branch.

The new branch is located approximately 530 metres away from the previous branch, along varied terrain, and is located on the upper floor of the shopping centre, which can be accessed via a ramp near the Queen Square Bus Station.

We recognise that the Post Office plays an important part in the lives of customers, and we want to make our services as accessible as possible. Access at the entrance to the new branch will be level with a wide door. Internally, there will be a low-level serving counter, a low-level writing desk, a hearing loop and space for wheelchair. The local residents will continue to benefit from the same opening hours.

We have worked closely with the postmaster on the internal layout and some fixtures and fittings, which will be re-aligned or removed to make sure there is clear access into the branch. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the branch and access Post Office services. Inside, the new branch, will be in line with Post Office specifications, making sure there is sufficient space for the new main style Post Office to operate alongside the new Cards and Stationery retail store.

The previous branch had an external Post Office branded cash machine; however, we will not be transferring the cash machine to the new branch. All Post Office branches offer free access to cash for the major high street banks. Customers will be able to use their debit card to withdraw cash at the counter free of charge, throughout the same opening times provided by our postmaster. In the meantime, and if required, customers can also access the 24-hour cash machine facilities at Eldonian Village Post Office branch, located approximately 1.3 miles away at Unit 1, Burlington House, Burlington St, Liverpool L3 6LG.

Further details of the new branch are provided at the end of this letter.

Appendix B

Central Village Post Office Information Sheet

Unit 39
Dawson Way
St John's Precinct
Liverpool
L1 1LH

New opening hours

Monday - Friday	09:00 - 17:30
Saturday	09:00 - 14:00
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.

The previous branch had an external Post Office branded cash machine; however, we will not be transferring this facility to the new branch.

Serving positions

There will be four screened serving positions.

Access

Access will be level with a wide door at the entrance to the new branch.

Internally, there will be a low-level serving counter, a low-level writing desk, a hearing loop and space for wheelchair.

Getting there

The new branch is located approximately 530 metres away from the previous branch, along varied terrain.

The new branch is located on the upper floor of the shopping centre, which can be accessed via a ramp near the Queen Square Bus Station.

There are several car parks in the vicinity of the new branch:

St John's Car Park is located directly opposite Liverpool Lime Street Station, approximately 350 metres away from the new branch.

Retail

Cards and Stationery Store

Date of move

Monday 21 November 2022 at 09:00

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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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
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FREEPOST Your Comments

¹ 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.

² 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.

³ 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.

⁴ 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 ³ and ⁴ 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.