



Dear Customer

King Street Post Office®
122 King Street, Wallasey, CH44 8AW

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to McColls Retail Group, 30 Trafalgar Road, Wallasey, CH44 0EB, where it will be known as Trafalgar Road Post Office and it will operate as one of our new local style Post Office branches.

We received 13 individual responses from customers and local representatives during the local public consultation period. Some of the feedback we received questioned whether there would be enough space within the proposed premises to accommodate a Post Office and expressed concerns about the availability of parking in the surrounding area. Other feedback which welcomed the move to the proposed premises which was said to be closer for some customers. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

With regards to parking at the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand, matters such as the availability of parking spaces are outside the direct control of Post Office Limited, however I have conducted a further review of this matter. I can confirm that there is roadside parking in the surrounding area, which is comparable to the current branch. I am therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I'm pleased to confirm that the new branch will have level access with a wide automatic door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and the queuing area will also be kept clear ensuring sufficient space is available for customers and for a wheelchair to move around and access our services without difficulty.

We recognise that some customers may have slight concerns about carrying out their Post Office business in a different type of environment from what they are used to. Although the local style format is a more modern way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services, alongside retail transactions. The change also means that the Post Office hours are aligned to the store, so customers will benefit from significantly longer opening hours, including Saturday afternoons and Sunday opening and longer opening throughout the week. Details of the new branch are provided at the end of this letter together with a list of products and services that will be available.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that this move will allow customers good access to Post Office services whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Thursday 14 June 2018, with the new branch opening, at McColls Retail Group, 30 Trafalgar Road, at 13:00 on Friday 15 June 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Wallasey Post Office, 12 Liscard Village, Wallasey, CH45 4JW

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

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.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

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

Trafalgar Road Post Office information sheet															
Address	McColls Retail Group 30 Trafalgar Road Wallasey CH44 0EB														
Opening hours	<table> <tr><td>Monday</td><td>06:00 – 23:00</td></tr> <tr><td>Tuesday</td><td>06:00 – 23:00</td></tr> <tr><td>Wednesday</td><td>06:00 – 23:00</td></tr> <tr><td>Thursday</td><td>06:00 – 23:00</td></tr> <tr><td>Friday</td><td>06:00 – 23:00</td></tr> <tr><td>Saturday</td><td>06:00 – 23:00</td></tr> <tr><td>Sunday</td><td>06:00 – 23:00</td></tr> </table>	Monday	06:00 – 23:00	Tuesday	06:00 – 23:00	Wednesday	06:00 – 23:00	Thursday	06:00 – 23:00	Friday	06:00 – 23:00	Saturday	06:00 – 23:00	Sunday	06:00 – 23:00
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Distance	170 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The new premises will have a wide automatic door and level access. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available nearby.</p>														
Retail	Convenience store														
Date of Relocation	Friday 15 June 2018 at 13:00														

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.

Trafalgar Road Post Office® services available	
Your operator or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk	
	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
Payment by cheque	x
Products marked x are available at Wallasey Post Office, 12 Liscard Village, Wallasey, CH45 4JW	Opening times: Mon – Sat 09:00 – 17:30