



Dear Customer

Corn Exchange Post Office®
India Building, Water Street, Liverpool, L2 0RR

Local Public Consultation Decision

I am writing to confirm that after careful consideration of the feedback received, and all other relevant factors, we have decided that there is sufficient access to alternative Post Office services to cope with demand in the area following the closure of Corn Exchange branch.

As you will recall from my previous letter, we've been notified by our landlord that they intend to redevelop the above premises and as a consequence Corn Exchange Post Office will have to close. The closure is outside our control as the landlord will be taking back the premises. Taking into account the level of Post Office service provision in the area, we are satisfied that customers will continue to be able to access Post Office services. However, we remain committed to re-establishing a service in the business area of the city but are not able to do so at this time.

Our decision

We've considered the feedback received during consultation from customers and local representatives very carefully, particularly the concerns raised around future accessibility of our services. With any closure it's inevitable, but regrettable, that some customers will be inconvenienced.

However, with Liverpool Post Office located just 450 metres away from Corn Exchange Post Office and a further four branches, Central Village, Monument Place, Eldonian Village, and Low Hill within 2 miles, the surrounding area is well served by Post Office services. There is also sufficient capacity at these branches to accommodate any additional footfall following the change, helping to make sure that local customer needs will continue to be met. I can now also confirm that following the closure of Corn Exchange branch, Biometric Enrolment services for the Home Office will relocate to Liverpool Branch.

While we are confident that there are enough Post Offices in the local area to meet the needs of customers, as previously explained, we will continue to search for opportunities to re-establish Post Office services in the business area, including advertising for interest in opening more smaller branches in the area so that we can respond to our customers' needs for greater convenience in locations and extended opening hours to fit in with their busy lives.

Public consultation responses

During the 12 week local consultation period we received 37 individual representations. All the feedback we received helped us to better understand the views of customers and their representatives and I would like to thank everyone who took the time to let us have their comments and provide information.

Much of the feedback we received focused on the impact of additional customers on Liverpool branch, the distance and journey to the alternative branches, accessibility and the inconvenience to local businesses.

Access to Post Office services

We recognise that some customers may be inconvenienced by the change, which may mean they have a longer journey and wait for access to Post Office services. However, there are a number of alternative Post Office branches in the surrounding area and there is good public transport provision. From our analysis we expect that most customers and local businesses currently using Corn Exchange would use the closest branch, Liverpool, but recognise that others may choose to use one of the next four closest - Central Village, Monument Place, Eldonian Village, and Low Hill.

For customers who choose to walk, Liverpool branch is located approximately 450 metres away along varied terrain from the current branch with dropped kerbs and pedestrian crossings en route. Central Village, Monument Place, Eldonian Village, and Low Hill are all within 2 miles along varied terrain.

Liverpool, Central Village, Monument Place, Eldonian Village, and Low Hill all offer a comprehensive range of services and products. Monument Place and Eldonian Village branches both have external Post Office cash machines, where personal banking and Post Office Card Account holders can withdraw cash 24 hours a day.

We are satisfied that all of the alternative branches have sufficient capacity to absorb additional business and meet the needs of local businesses and personal customers but remain committed to re-establishing Post Office services in the business area. Additionally, we are working closely with the operator at Liverpool, the closest branch, to make sure that they are ready to meet the additional footfall and maintain quality of service. There are plans to increase the number of staff and we also plan to introduce three additional self-service machines at Liverpool branch. To ensure customer needs are met, we will closely monitor waiting time and usage at the branch.

I remain satisfied that customers in Liverpool will continue to have good access to Post Office services. Further information about the alternative branches in the area are given in the information sheet at the end of this letter.

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

Conclusion

It's clear that the Post Office plays an important part in the lives of our customers living and working in the area and we want to make our services as accessible as possible. Without doubt the Post Office has a special position in the community.

I am confident that the remaining branches in the area will meet customer needs both now and in the future; ensuring residents have continued access to Post Office services while delivering an excellent service.

Posters will now be displayed in branch to let customers know about this decision. The branch will cease trading from 17:30 on Wednesday 23 May 2018.

Yours sincerely



Roger Gale
Network & Sales Director
Post Office Limited

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.

Alternative branches in the area

Liverpool Post Office				
Address	1-3 South John Street Liverpool L1 8BN			
Post Office Opening hours		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	11:00 – 15:00	
Distance	Approximately 450 metres walking distance (0.3 miles by car) from Corn Exchange Post Office branch, along varied terrain.			
Products & Services	All the same wide range of products and services will be available including Biometric Enrolment for the Home Office.			
Accessibility	Access and facilities Access to the store is level with an automatic door at the entrance. Post Office services are located on the first floor and there is a customer lift inside the store and stairs with a handrail. A low level serving counter, low level writing desks and hearing loops are available.			
	Transport/Parking Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 70 metres away. Parking is available in the numerous Liverpool City Centre car parks.			

Central Village Post Office				
Address	Unit 6 Lewiss Building Renshaw Street Liverpool L1 2SA			
Post Office Opening hours		Mon	08:30 – 18:00	
		Tue	08:30 – 18:00	
		Wed	08:30 – 18:00	
		Thu	08:30 – 18:00	
		Fri	08:30 – 18:00	
		Sat	09:00 – 17:30	
		Sun	Closed	
Distance	Approximately 0.7 miles walking distance (2.0 miles by car) from Corn Exchange Post Office branch, along varied terrain.			
Products & Services	The same wide range of products and services are available with the exception of Biometric Enrolment for the Home Office.			
Accessibility	<p align="center">Access and facilities</p> <p>Access is level with an automatic door at the entrance. The Post Office is located on the lower ground floor reached by a customer lift or stairs with a handrail. A low level serving counter, low level writing desks and hearing loops are available.</p>			
	<p align="center">Transport/Parking</p> <p>Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 10 metres away. There is a pay and display car park with designated disabled bays on Mount Pleasant approximately 200 metres from the branch.</p>			

Monument Place Post Office				
Address	83-85 London Road Liverpool L3 8JA			
Post Office Opening hours		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	
Distance	Approximately 0.9 miles walking distance (1.8 miles by car) from Corn Exchange Post Office branch, along varied terrain.			
Products & Services	Many of the same wide range of products and services including an external cash machine.			
Accessibility	<p align="center">Access and facilities</p> <p>Access is level with a manual door at the entrance. A low level serving counter, low level writing desks and hearing loops are available.</p>			
	<p align="center">Transport/Parking</p> <p>Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 70 metres away. Metered parking is available in the surrounding side streets.</p>			

Eldonian Village Post Office			
Address	Unit 1 Burlington House Burlington Street Liverpool L3 6LG		
Post Office Opening hours		Mon	07:00 – 22:00
		Tue	07:00 – 22:00
		Wed	07:00 – 22:00
		Thu	07:00 – 22:00
		Fri	07:00 – 22:00
		Sat	07:00 – 22:00
		Sun	08:00 – 22:00
Distance	Approximately 1.0 mile walking distance (1.6 miles by car) from Corn Exchange Post Office branch, along varied terrain.		
Products & Services	Selected products and services including an external cash machine.		
Accessibility	Access and facilities Access is level with an automatic door at the entrance.		
	Transport/Parking Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 120 metres away. There is a customer car park directly outside.		

Low Hill Post Office				
Address	Unit B Prescot Street Liverpool L7 8UL			
Post Office Opening hours		Mon	08:00 – 18:30	
		Tue	08:00 – 18:30	
		Wed	08:00 – 18:30	
		Thu	08:00 – 18:30	
		Fri	08:00 – 18:30	
		Sat	08:00 – 16:00	
		Sun	10:00 – 14:00	
Distance	Approximately 1.3 miles walking distance (2.2 miles by car) from Corn Exchange Post Office branch, along varied terrain.			
Products & Services	Many of the same wide range of products and services are available.			
Accessibility	Access and facilities Access is level with a manual door at the entrance. A low level counter and hearing loop are available.			
	Transport/parking Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 80 metres away. Parking is available in nearby car parks.			

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.