



Dear Customer

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

Local public consultation

We've been notified by our landlord that they intend to redevelop the above premises, and as a consequence, Corn Exchange Post Office will be closing in the spring. Unfortunately the closure is outside our control as we will no longer be able to use the premises.

We've reviewed Post Office provision in this part of Liverpool and are satisfied that the other Post Office branches nearby will be able to meet customer demand in the area. Liverpool Post Office is located just 450 metres away from Corn Exchange Post Office and a further four branches, Central Village, Monument Place, Eldonian Village, and Low Hill are within 2 miles. The area is well served by public transport, with a number of bus services travelling in and out of this area of Liverpool from the surrounding areas.

Further details of these branches are provided on the enclosed information sheet. We are currently exploring the feasibility of transferring the Biometric Enrolment service for the Home Office to Liverpool Post Office following the closure of Corn Exchange Post Office and will update you on this once we have finalised our plans. In the meantime, following the closure of Corn Exchange branch, Biometric Enrolment services will continue to be available at Breck Road Post Office, 11 The Mall, Breck Road L5 6SW, approximately 2.7 miles away. All other services currently offered by Corn Exchange branch are offered by Liverpool Post Office and Central Village Post Office, and the majority of other services are offered by the other branches in the vicinity.

While we are confident that there are enough Post Offices in the local area to meet the needs of customers, we will also be advertising to see if we can open more smaller branches in the wider 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.

We know that customers are often concerned about the impact of such changes on staff in the branch and we'd like to reassure them that we have a strong track record of supporting our people through change.

Next steps

We're now starting a period of local public consultation and we'd like you to tell us what you think about access to Post Office services in the area following the closure. To be clear, we have been served notice to vacate the premises at Corn Exchange due to the landlord's redevelopment and therefore have no option other than to close this branch, so we are not seeking feedback on this element of the change.

We welcome any feedback or general comments you may have but would particularly appreciate your views on the following questions:

- How easy is it to get to the alternative branches?
- Are the alternative branches easy for you to get into and are they easily accessible inside?
- If there are any local community issues you think we should know about that might be affected by the change?
- Do you have any suggestions that could help make the change better?

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **009420**.

postofficeviews.co.uk

If you have a QR scanner on your mobile phone, all you need to do is scan here:



Any information we receive will be considered as we finalise our plans. I've enclosed an information sheet that provides more details about the alternative branches.

You can also let us have your comments in the following ways:



postofficeviews.co.uk



FREEPOST Your Comments

(This is the full address to use.

No further address or name details are required)



comments@postoffice.co.uk



Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

Dates for local public consultation:

Local Public Consultation starts	10 January 2018
Local Public Consultation ends	04 April 2018
Proposed month of closure	May 2018

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 for Post Office, which in Great Britain is Citizens Advice and Citizens Advice Scotland and in Northern Ireland the Consumer Council. I've also included information about the Code of Practice and a full copy of the Code will be available in branch.

Thank you for considering this change to services. At the end of the consultation, I'll be in touch again to communicate our plans.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Roger Gale'.

Roger Gale
Network & Sales Director
Post Office Limited

Please note that items sent by Freepost take 2 working days to arrive, not including Saturday and Sunday. Therefore please allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

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.

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. Inclusion of the Biometric Enrolment Service for the Home Office is subject to further planning and agreement.			
Accessibility	<p>Access and facilities</p> <p>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.</p>			
	<p>Transport/Parking</p> <p>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.</p>			

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	Access and facilities 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.		
	Transport/Parking 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.		

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	Access and facilities Access is level with a manual door at the entrance. 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. Metered parking is available in the surrounding side streets.		

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 mile 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.		

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll issue a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at postofficeviews.co.uk