



Dear Customer

Crosby Village Post Office®
Unit 5, Telegraph House, Moor Lane, Crosby, Liverpool, L23 2SF

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to McColls Retail Group, 15 – 21 Liverpool Road, Crosby, Liverpool, L23 2SA, where it will operate as one of our new main style Post Office branches.

We received 18 individual responses from customers during the local public consultation period. Many comments welcomed the move to McColls, which was said to be more central and closer for some people, and particularly welcoming the improved access, more space and longer opening times the new branch would provide. Slight concern was raised about the extra walking distance for some people and the current layout of the store. This feedback helped me to understand customers' views and concerns and to make sure that all such information was taken into account before finalising our plans.

We appreciate that the proposed premises are approximately 220 metres along level pedestrianised path from the current site and for some customers this may mean a slightly longer journey. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, as we know from feedback received, there are many customers for whom the new premises are slightly closer than at present and more convenient to get to. I am therefore satisfied that the new branch will remain accessible following the move.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as possible. Access into the store is level with a wide door at the entrance.

Internally, the new main style Post Office will be built to our high specification, with three screened serving positions, incorporating a low level serving counter, a writing desk and queuing area for Post Office customers. We will be working closely with the new operator to plan the interior layout, to ensure optimum use of the space within the store and that access into and inside is kept clear and free of obstacles. 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 without difficulty. Customers will be able to access the same range of Post Office products and services while benefitting from longer opening times on Saturday.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. Please be assured the new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. They are also required to complete compliance training for a number of areas, including adherence to our robust security procedures, Data Protection, Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched.

Additionally, there will be a Post Office serving point located at the retail counter, where customers can also carry out a wide range of Post Office products and services alongside retail transactions. This serving point will be open early and late, outside main counter opening times and on Sundays, providing customers greater flexibility to access our services at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter. Full details are provided at the end of this letter.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access on market days, I am confident that this move will benefit the local community through a modern refurbished branch with longer opening hours, allowing customers good access to Post Office services whilst helping to provide future sustainability for the branch.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 151420

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. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
 -  comments@postoffice.co.uk
 -  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
 -  FREEPOST Your Comments
- Please note this is the full address to use and no further address details are required.**

This document is also available to view online, to see it – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

Details of the new service:

Crosby Village Post Office information sheet															
Address	McColls Retail Group 15 – 21 Liverpool Road Crosby Liverpool L23 2SA														
Post Office 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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Sat	09:00 - 17:30														
Sun	Closed														
New Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon - Sat</td><td>08:00 - 09:00 & 17:30 – 18:30</td></tr> <tr><td>Sun</td><td>09:00 - 16:00</td></tr> </table>	Mon - Sat	08:00 - 09:00 & 17:30 – 18:30	Sun	09:00 - 16:00										
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Sun	09:00 - 16:00														
Distance	220 metres away from the current branch, along level terrain.														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be four serving positions. These will be a mixture of three screened and a Post Office serving point for use at the retail counter, which is available outside main counter times offering selected services.														
Accessibility & Accessibility works	<p>Access and facilities Access is level with a wide door at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking There is a pay and display car park within 80 metres of the premises.</p>														
Retail	Convenience store														
Date of relocation	To be confirmed in branch														

