



Dear Customer

Dingle Post Office®
c/o B & M Stores, Park Road, Liverpool, L8 4UE

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 to proceed with our decision to permanently close Dingle Post Office. We believe there is sufficient access to alternative Post Office services to cope with the demand in the area.

I 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.

Post Office representatives have continued to engage with local councillors and MP Kim Johnson since the consultation ended and I can confirm that we will continue to review service provision in the area whilst exploring options to open a new Post Office service near the previous branch.

A summary of the key issues raised in the consultation and our response to each of them is enclosed, along with an information sheet providing further details about alternative branches in the area.

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. I am confident that the alternative 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 locally to let customers know about this decision.

Yours faithfully

Steve Blampied
Head of Directly Managed Branch Network
Post Office Limited

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

Appendix A – Response to Local Public Consultation

Consultation started 26 August 2020

Consultation ended 7 October 2020

Consultation responses

- 115 responses from customers and local representatives

Key issues raised

- Getting to alternative branches
- Access
- Range of product and services
- Staffing

Response to issues raised

Getting to alternative branches

All alternative branches in the area are well served by public transport. For customers using their own transport, we are satisfied that the provision of parking at each alternative branch will meet customer demand.

Access

Access both into and within the alternative branches will meet Post Office Ltd's own accessibility standards and all applicable legislation. Access facilities includes a slight incline or slope at the entrances of Aigburth Road, Sefton Street and Ullet Road branches and level access at Central Village and Toxeth Post Offices. We will make sure there is sufficient space for Post Office customers, including wheelchair users, to move around all the branches and maintain social distancing. The entrance areas and shopping aisles will be kept free of obstructions.

We are working closely with the operators of the alternative branches to make sure that they are ready to meet the additional footfall and maintain quality of service. We have been working closely with the operators to plan their interior store layouts, to ensure optimum use of the space within the store and that access into and inside the branches is kept clear and free of obstacles. To ensure customer needs are met, we will closely monitor waiting times and usage at the alternative branches.

Range of products and services

We are confident that the alternative branches have the capacity to meet customer demand and cater for additional customers, offering a wide range of Post Office products and services. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counter.

Staffing

In respect of the team that worked at Dingle branch, we have a strong track record of supporting our people through change and ensured we did all we can to find a solution that works for each individual within the options available.

Staff at the alternative branches are fully trained in Post Office transactions and staffing levels will be reviewed and carefully aligned to meet customer demand. Staff will receive on-going training on products and services, as well as general operational and service related matters.

Information Sheet

During the Coronavirus pandemic some branches may need to make changes to their opening hours, the latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Aigburth Road Post Office				
Address	174 Aigburth Road Liverpool L17 9PE			
Post Office Opening hours		Mon - Fri	09:00 – 17:30	
		Sat	09:00 – 12:30	
		Sun	Closed	
Distance	Approximately 0.8 miles away from Dingle Post Office branch, along varied terrain.			
Products & Services	A wide range of products and services are available including purchasing travel money, Car tax, National Lottery and On Demand Travel Insurance.			
Accessibility	<p style="text-align: center;">Access and facilities</p> <p>Access is via a slight incline and a manual door at the entrance. Low level counter with pinpad and hearing loops are available.</p> <p style="text-align: center;">Parking</p> <p>Roadside parking directly outside the premises.</p> <p style="text-align: center;">Transport</p> <p>Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 35 metres away from the premises.</p>			

Central Village Post Office				
Address	Unit 6 Lewis's Building Renshaw Street Liverpool L1 2SA			
Post Office Opening hours		Mon - Fri	08:30 – 18:00	
		Sat	09:00 – 17:30	
		Sun	Closed	
Distance	Approximately 1.7 miles away from Dingle Post Office branch, along varied terrain.			
Products & Services	The same wide range of products and services are available, with the addition of DVLA Photocard renewal, Security Industry Authority licensing and an external cash machine.			
Additional Facilities	A self-service kiosk for mails transactions including home shopping returns, E Top-Ups, and a range of bill payments.			
Accessibility	<p style="text-align: center;">Access and facilities</p> <p>Access is level with an automatic door at the entrance. The Post Office area is located on the lower floor, which can be accessed by a customer lift which can accommodate pushchairs, wheelchairs and up to 13 persons and stairs. Should the customer lift be out of order or customers unable to access the lower floor, arrangements would be made to provide Post Office services to customers at ground level. Low level counter with pinpad and hearing loops are available.</p> <p style="text-align: center;">Parking</p> <p>Pay on exit car park on Heathfield Street with 450 spaces and designated disabled bays approximately 175 metres away.</p> <p style="text-align: center;">Transport</p> <p>Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 10 metres away from the premises.</p>			

Sefton Street Post Office		
Address	56-67 Sefton Street Toxteth Liverpool L8 6UD	
Post Office Opening hours	Mon - Sun	07:00 – 23:00
Distance	Approximately 1.1 miles away from Dingle Post Office branch, along varied terrain.	
Products & Services	A wide range of products and services are available including National Lottery.	
Accessibility	<p>Access and facilities Access is via a slight slope and a manual door at the entrance. Pinpad and hearing loops are available.</p> <p>Parking Roadside parking available along Sefton Street approximately 50 metres away.</p> <p>Transport Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 25 metres away from the premises.</p>	

Toxteth Post Office		
Address	70-72 Smithdown Road Toxteth Liverpool L7 4JQ	
Post Office Opening hours	Mon - Sat	09:00 – 17:30
	Sun	Closed
Distance	Approximately 1.9 miles away from Dingle Post Office branch, along varied terrain.	
Products & Services	The same wide range of products and services are available, with the addition of National Lottery and an external cash machine.	
Accessibility	<p>Access and facilities Access is level with a manual door at the entrance, internally there is a slight slope to the Post Office area. Low level counter with pinpad and hearing loops are available.</p> <p>Parking Roadside parking available on Greenleaf Street approximately 130 metres away.</p> <p>Transport Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 55 metres away from the premises.</p>	

Ullet Road Post Office				
Address	411 – 413 Smithdown Road Liverpool L15 3JL			
Post Office Opening hours		Mon - Fri	09:00 – 21:00	
		Sat	09:00 – 13:00	
		Sun	Closed	
Distance	Approximately 1.7 miles away from Dingle Post Office branch, along varied terrain.			
Products & Services	A wide range of products and services are available including purchasing Travel money, Car Tax and National Lottery.			
Accessibility	Access and facilities			
	Access is via a slight slope and a manual door at the entrance. Low level counter with pinpad and hearing loops are available.			
	Parking			
	Roadside parking available on Brookdale Road approximately 30 metres away.			
	Transport			
	Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 40 metres away from the premises.			

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.

Post Office® services available

For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at www.postoffice.co.uk

	Dingle Post Office	Aigburth Road Post Office	Central Village Post Office	Sefton Street Post office
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	✓	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	✓	✗	✓	✓
Articles for the blind (inland & international)	✓	✓	✓	✓
Royal Mail redirection service	✓	✓	✓	✓
Local Collect	✓	✓	✓	✓
Drop & Go	✓	✓	✓	✓
Withdrawals, deposits and payments				
Post Office Card Account	✓	✓	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual) up to a maximum value.	✓	✓	✓	✓
Postal orders	✓	✓	✓	✓
Moneygram	✓	✓	✓	✓
Bill payments (card, barcoded or manual)	✓	✓	✓	✓
Key recharging	✓	✓	✓	✓
Driving				
Car tax	✓	✓	✓	✗
Driving licence renewals	✓	✗	✓	✗
Licences				
Rod fishing licences	✓	✓	✓	✓
Document Certification Service	✓	✗	✓	✗
Travel				
Pre-order travel money	✓	✓	✓	✓
On demand travel money	✓	Euros	✓	✗
Travel insurance referral	✓	✓	✓	✓
On demand travel insurance	✓	✓	✓	✗
Passport Check & Send	✓	✗	✓	✗
Mobile Top-ups & E vouchers	✓	✓	✓	✓
National Lottery Terminal	✗	✓	✗	✓
Payment by cheque	✓	✓	✓	✓

Products marked ✗ are available at **Central Village Post office.**

Principles of Community Engagement on changes to the Post Office network

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

- Permanent closure of a Post Office branch⁴
- 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-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities 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
comments@postoffice.co.uk
FREEPOST Your Comments
Call: 03452 66 01 15
Textphone: 03457 22 33 55

¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ 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 2 and 3 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.

⁴ 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.

⁵ 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.