



Dear Customer

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

Local public consultation

I'm writing to let you know about some changes we're proposing to make, to Post Office service provision in the area. We are today beginning a six week public consultation on the proposed permanent closure of Dingle Post Office branch.

Our proposal

Last year we informed you that due to plans to redevelop the site, Dingle Post Office branch would be closing temporarily on 29 January 2020. Since the closure it has become apparent that with the opening of Aigburth Road Post Office branch and Sefton Street Post Office branch, customer habits have changed and the majority of customers are now being well served by the available alternative branches in the area.

We are now confident there is sufficient access, convenience and choice for customers without the need to reopen Dingle Post Office. Aigburth Road Post Office is located 0.8 miles away from Dingle Post Office and a further four branches Central Village, Sefton Street, Toxteth and Ullet Road are within two miles. The enclosed information sheet provides more details about the alternative branches and the range of products that are available. We will of course continue to monitor overall service provision in the area.

Consulting on our plans

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. 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 once inside?
- Are there any local community issues you think we should know about that might be affected by the change?

If you are a local representative, it would be helpful if you could share this information with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in Dingle. If you would like a supply of posters please let us know.

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 **044420**

postofficeviews.co.uk

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**Please note this is the full address to use
and no further address details are required.**

Want to tell us what
you think right here
and now? Scan here.

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



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Dates for local public consultation:

Local Public Consultation starts	26 August 2020
Local Public Consultation ends	7 October 2020

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. A copy is available at the end of this letter.

Posters and leaflets will now be displayed locally to let customers know about the proposal and to ask their views.

Thank you for considering our proposal. Any information we receive will be considered as we finalise our plans. At the end of the consultation we will write to you again to respond to the main issues raised.

Yours faithfully



Steve Blampied
Head of Directly Managed & WHS Branch Network
Post Office Limited

Information Sheet

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	Access and facilities			
	Access is via a slight incline and a manual door at the entrance. Low level counter with pinpad and hearing loops are available.			
	Parking			
	Roadside parking directly outside the premises.			
	Transport			
	Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 35 metres away from the premises.			

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 - Wed	07:00 – 23:00	
		Thu	06:00 – 23:00	
		Fri - 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	Access and facilities Access is via a slight slope and a manual door at the entrance. Pinpad and hearing loops are available.			
	Parking Roadside parking available along Sefton Street approximately 50 metres away.			
	Transport Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 25 metres away from the premises.			

Toxteth Post Office			
Address	70-72 Smithdown Road Toxeth 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	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.		
	Parking Roadside parking available on Greenleaf Street approximately 130 metres away.		
	Transport Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 55 metres away from the premises.		

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	<p>Access and facilities</p> <p>Access is via a slight slope and a manual door at the entrance. Low level counter with pinpad and hearing loops are available.</p> <p>Parking</p> <p>Roadside parking available on Brookdale Road approximately 30 metres away.</p> <p>Transport</p> <p>Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 40 metres away from the premises.</p>			

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.