



Dear Customer

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

I am writing to let you know our Property Agents have advised us that we will be required to vacate the above premises as there are plans to redevelop the site. Regrettably this means that Dingle Post Office branch will close at this location on Wednesday 4 December 2019 at 17:30, and the branch will be subject to temporary closure while we make alternative arrangements.

Since we were made aware of the development plans, we have been working hard to find a solution for our customers in the area. When it comes to creating a sustainable network, there isn't a one size fits all approach; each branch and community is different, and we are considering all the options available to us to maintain access to Post Office services in the area.

Any future changes to service provision would be handled in line with our Principles of Community Engagement.

We would like to apologise for the inconvenience this unavoidable temporary closure will cause. In the meantime there are several branches in the area which may provide suitable alternatives for customers. Lark Lane Post Office is located 1 mile from Dingle Post Office and a further four branches, Central Village, Toxteth, Otterspool and Ullet Road are within two miles.

Further details of these branches are provided on the enclosed information sheet. We will continue to monitor service provision at these branches following the closure, to make sure that customer service standards are maintained.

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.

We would welcome any applications from potential retail partners interested in running a branch on our behalf. The vacancies are currently being advertised on our website www.runapostoffice.co.uk and all applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. We carry out such engagement in line with our Principles 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.

Yours faithfully

Steve Blampied
Head of Directly Managed Branch Network
Post Office Limited

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Customer Helpline: 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.

Information Sheet

Lark Lane Post Office				
Address	65 Lark Lane Liverpool L17 8UP			
Post Office Opening hours		Mon - Fri	09:00 – 17:30	
		Sat	09:00 – 12:30	
		Sun	Closed	
Distance	Approximately 1 mile away from Dingle Post Office branch, along varied terrain.			
Products & Services	A wide range of products and services are available including purchasing of Euros and National Lottery.			
Accessibility	Access and facilities Access is via a slight slope and a manual door at the entrance. A low level pinpad and hearing loops are available.			
	Parking Time restricted parking available outside the premises limited to 2 hours between 09:00 – 19:00.			
	Transport Public transport services are available to and from the surrounding area. The nearest bus stop is on Lark Way is approximately 220 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	Access and facilities 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. Low level counter with pinpad and hearing loops are available.			
	Parking Pay on exit car park on Heathfield Street with 450 spaces and designated disable bays approximately 175 metres away.			
	Transport Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 10 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.		

Otterspool Post Office			
Address	Country Store Aigburth Vale Liverpool L17 0DE		
Post Office Opening hours	Mon - Fri	09:00 – 17:30	
	Sat - Sun	09:30 – 13:00	
Distance	Approximately 1.5 miles away from Dingle Post Office branch, along varied terrain.		
Products & Services	A wide range of products and services are available including purchasing of Euros and National Lottery.		
Accessibility	Access and facilities Access is via a slope 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 70 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 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.

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
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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