



Dear Customer

Ford Post Office®
Previously located at: 51 Ford Lane, Liverpool, L21 0HG

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to re-open the above Post Office branch to a new location - Daily Stop Litherland, Unit 8 Pendle View, Liverpool, L21 0JF, where it will operate as one of our new local style Post Office branches.

We didn't receive any feedback from customers or local representatives about the proposed move during the local public consultation period, however I have carried out a final review of the original proposal. I am confident that the new branch is suitably located and will continue to meet the needs of the local community.

I'm delighted that this branch is part of the modernisation of our Post Office network, offering Post Office services that will meet customer needs whilst helping to provide future sustainability for the branch. Currently we have over 3470 local branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access will be made level with a wide door at the entrance. Inside the shop, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. 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 the shop and access Post Office services.

The new local style Post Office will operate from a Post Office screened counter position located alongside the shop counter. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. The new branch will still cater for the vast majority of Post Office products and services. The change also means that local residents will benefit from longer opening hours, including Saturday afternoon and Sunday, so customers can use our services at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered my original proposal. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Post Office customers will benefit from the extended opening hours provided by our operator including Saturday afternoon and Sunday opening.

We are aiming for the new branch opening, at Daily Stop Litherland, Unit 8 Pendle View, Liverpool, L21 0JF, at 13:00 on Monday 09 October 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Litherland Post Office, 108 Sefton Road, Liverpool, L21 9HQ

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: 219420

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.

Yours faithfully



Suzanne Richardson
Regional Network Manager

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.

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 03452 66 01 15 or Textphone 03457 22 33 55.

Pendle View Post Office information sheet

Address	Daily Stop Litherland Unit 8 Pendle View Liverpool L21 0JF														
Opening hours	<table border="1"><tr><td>Monday</td><td>07:00 – 22:00</td></tr><tr><td>Tuesday</td><td>07:00 – 22:00</td></tr><tr><td>Wednesday</td><td>07:00 – 22:00</td></tr><tr><td>Thursday</td><td>07:00 – 22:00</td></tr><tr><td>Friday</td><td>07:00 – 22:00</td></tr><tr><td>Saturday</td><td>07:00 – 22:00</td></tr><tr><td>Sunday</td><td>08:00 – 22:00</td></tr></table>	Monday	07:00 – 22:00	Tuesday	07:00 – 22:00	Wednesday	07:00 – 22:00	Thursday	07:00 – 22:00	Friday	07:00 – 22:00	Saturday	07:00 – 22:00	Sunday	08:00 – 22:00
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Distance	0.7 miles away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Currently there is a step at the entrance to the new premises, however access to the entrance will be made level. Internally, there would be a hearing loop.</p> <p>Parking There is a car park available at the new premises.</p>														
Forecasted date of Relocation	13:00 on Monday 09 October 2017														

Pendle View Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	New branch
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
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Licences	
Rod fishing licences	✓
Travel	
Travel insurance referral	✓
On demand travel insurance	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	x
Products marked x are available at Litherland Post Office, 108 Sefton Road, Liverpool, L21 9HQ	Opening times: Mon – Sat 08:00 – 20:00 Sun 10:00 – 16:00