



Dear Customer

**Leathers Lane Post Office®
The Halewood Centre, Roseheath Drive, Liverpool, L26 9UH**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to Shop Express, Unit 10, Halewood Shopping Centre, Leathers Lane, Liverpool, L26 0AD, where it will operate as one of our new main style Post Office branches.

We received 7 individual responses from customers during the local public consultation period. In the main, customers expressed reservations about privacy and questioned whether there would be enough space within the new premises to accommodate a Post Office. 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 understand that any such change may cause inconvenience to some, however, it may be helpful to explain that this branch is currently operated on our behalf by a temporary agent. This arrangement has enabled us to maintain continued access to Post Office services, but what we want for our customers is a permanent long-term sustainable solution. We are confident that this move will provide this. A number of factors are taken into account when considering a new appointment including the location, access, the size of the premises and suitability of the operator. The processes we follow are established and robust and the new operator was appointed following the successful completion of our application process.

We acknowledge that the new premises is 210 metres away from the current site and that this will inconvenience some people. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. In terms of access to the new location, there are well maintained pavements en route for customers choosing to walk to the new branch. For those using their own transport, there are car parks with disabled bays on either side of the new premises. I am therefore satisfied that following the move Post Office services will remain accessible for customers. However with the aim of assisting customers, the new operator will engage with the local bus company to explore the possibility of locating a bus stop closer to the new premises.

It's clear that the Post Office plays an important role in the lives of customers, particularly to our older and disabled customers, and we want to make our services as accessible as possible with level access and a wide door at the entrance. Internally, the new main style Post Office branch will be built to our high specifications, with three screened counter positions, incorporating low-level facilities. We will be working closely with the new operator on the design of the new branch to make sure that the internal layout provides adequate space and privacy for Post Office customers and that access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles.

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. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

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 to the new site, I am satisfied that following the move customers will have good access to Post Office services and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 12:30 on Saturday 3 February 2018, with the new branch opening at Shop Express, Unit 10, Halewood Shopping Centre at 13:00 on Monday 5 February 2018. 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:

- Hunts Cross Post Office, 269 Speke Road, Woolton, Liverpool, L25 0NN

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 356420

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: 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.

Details of the new service:

Leathers Lane Post Office information sheet															
Address	Shop Express Unit 10 Halewood Shopping Centre Leathers Lane Liverpool L26 0AD														
Post Office Opening hours	<table border="1"> <tr> <td>Mon</td> <td>08:30 – 17:30</td> </tr> <tr> <td>Tue</td> <td>08:30 – 17:30</td> </tr> <tr> <td>Wed</td> <td>08:30 – 17:30</td> </tr> <tr> <td>Thu</td> <td>08:30 – 17:30</td> </tr> <tr> <td>Fri</td> <td>08:30 – 17:30</td> </tr> <tr> <td>Sat</td> <td>08:30 – 17:30</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon	08:30 – 17:30	Tue	08:30 – 17:30	Wed	08:30 – 17:30	Thu	08:30 – 17:30	Fri	08:30 – 17:30	Sat	08:30 – 17:30	Sun	Closed
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Fri	08:30 – 17:30														
Sat	08:30 – 17:30														
Sun	Closed														
Distance	210 metres away from the current branch, along varied terrain.														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be three screened serving positions.														
Accessibility & Accessibility works	<p>Access and facilities The new premises will have a wide door and level access 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/Buses There is a free car park with disabled bays adjacent to the premises.</p>														
Retail	Convenience store														
Date of relocation	13:00 on Monday 5 February 2018														