



Dear Customer

**Liverton Mines Post Office®**  
**Graham Street, Liverton Mines, Liverton, Saltburn by the Sea, TS13 4QR**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Charlies Bargain Centre, 12 Liverton Terrace South, Liverton Mines, Liverton, Saltburn by the Sea, TS13 4QJ, where it will operate as one of our new local style Post Office branches.

We received 5 individual responses from customers during the consultation period. The feedback welcomed the retention of Post Office services to the local community. Other feedback commented on access into the store and the distance to the new location. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

I acknowledge that for some customers the move may mean a slightly longer journey than currently, however the proposed new premises are located approximately 150 metres from the current site. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, there may be some customers for whom the premises is slightly closer than at present. However I remain confident the move will not significantly impede customer access to Post Office services.

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. I am pleased to confirm that before the new Post Office opens, the new operator will install a permanent ramp at the entrance, along with a grab rail, providing ease of access into the premises.

Internally, 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 till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. This includes the collection of undeliverable items of mail. Customers can also access the full range of Post Office products and services at Saltburn By The Sea and Guisborough Post Office branches. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, 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 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 confident that the new branch is suitably located and that this new way of offering Post Office services will continue to 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 17:30 on Thursday 21 September 2017, with the new branch opening, at Charlies Bargain Centre, 12 Liverton Terrace South, at 13:00 on Friday 22 September 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 two alternative Post Office branches are provided below for your convenience:

- Saltburn By The Sea Post Office, Windsor Road, Saltburn by the Sea, TS12 1BD
- Guisborough Post Office, 47 Westgate, Cleveland, Guisborough TS14 6AF

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 250327.

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](http://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 sincerely



**Suzanne Richardson**  
**Regional Network Manager**

**How to contact us:**

- 🖨️ [postofficeviews.co.uk](http://postofficeviews.co.uk)
  - ✉️ [comments@postoffice.co.uk](mailto: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.**

**Liverton Mines Post Office information sheet**

<b>Address</b>	Charlies Bargain Centre 12 Liverton Terrace South Liverton Mines Liverton Saltburn by the Sea TS13 4QJ														
<b>Opening hours</b>	<table border="1"><tr><td>Mon</td><td>07:30 – 18:00</td></tr><tr><td>Tue</td><td>07:30 – 18:00</td></tr><tr><td>Wed</td><td>07:30 – 18:00</td></tr><tr><td>Thu</td><td>07:30 – 18:00</td></tr><tr><td>Fri</td><td>07:30 – 18:00</td></tr><tr><td>Sat</td><td>07:30 – 18:00</td></tr><tr><td>Sun</td><td>07:30 – 14:00</td></tr></table>	Mon	07:30 – 18:00	Tue	07:30 – 18:00	Wed	07:30 – 18:00	Thu	07:30 – 18:00	Fri	07:30 – 18:00	Sat	07:30 – 18:00	Sun	07:30 – 14:00
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Fri	07:30 – 18:00														
Sat	07:30 – 18:00														
Sun	07:30 – 14:00														
<b>Distance</b>	150 metres away from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> Currently there is a wide door and a step at the entrance to the proposed premises, however a permanent ramp and a grab rail will be installed. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Roadside parking is available along Liverton Terrace South.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	13:00 on Friday 22 September 2017														

**Liverton Mines 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](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	✓
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	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros</b>
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	
Other Products are available at <b>Saltburn By The Sea</b> Post Office, Windsor Road, Saltburn by the Sea, TS12 1BD and <b>Guisborough</b> Post Office, 47 Westgate, Cleveland, Guisborough TS14 6AF	Opening times: Mon, Tue, Thu & Fri 09:00 – 13:00 14:00 – 17:30 Wed & Sat 09:00 – 12:30  Opening times: Mon & Tue 08:30 – 17:30 Wed to Sat 09:00 – 17:30