



Dear Customer

Local public consultation – Decision

New Ferry Post Office
41 New Chester Road, New Ferry, Wirral, CH62 1HD

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Becky's Sewing Boutique, at 39 New Chester Road, New Ferry, Wirral, CH62 1AA, where it will continue to operate as one of our main style Post Office branches.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

Following the withdrawal of the premises for Post Office use the above branch closed temporarily on Wednesday 23 March 2022.

Due to unforeseen circumstances the new Post Office did not open on Friday 22 April 2022 as previously advised.

We are pleased to confirm your new Post Office branch opened on Tuesday 26 April 2022, at Becky's Sewing Boutique, New Chester Road, New Ferry.

We apologise for any inconvenience caused during this temporary closure.

In the interim customers may continue to use any Post Office branch for everyday Post Office products and services. Details of two alternative Post Office branches are provided below for your convenience:

- Rock Ferry Post Office, 2 King Street, Rock Ferry, Birkenhead, CH42 2AJ
- Dacre Hill Post Office, 473 Old Chester Road, Rock Ferry, Birkenhead, CH42 4NG

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Provision Manager
Post Office Limited

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Appendix A

Response to Local Public Consultation

Consultation started 4 February 2022

Consultation ended 18 March 2022

Consultation responses

- 14 responses from customers

Key issues raised

- Parking
- Access and Premises
- Staff
- Counters
- Cash Machine

Response to issues raised

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and has confirmed that there is free parking at Grove Street, car park with designated disabled bays within 140 metres from the new premises.

Access and Premises

Currently, there is a step with a wide door at the entrance to the new premises. The Postmaster will complete works to remove the step and install an internal ramp to provide improved and better access to customers. Internally, there will be a hearing loop, a low-level serving counter, a low-level writing desk and space for a wheelchair.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the Postmaster 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, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Staff

We know our customers value excellent customer service at the Post Office and the Postmaster is looking forward to welcoming Post Office customers. The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

Counters

Internally, a modern, main style Post Office branch will be built to our high specifications, with two screened serving positions, and incorporating low-level facilities. The counter positions will be open: Monday to Friday from 09:00 - 17:30, and Saturday between 09:00 - 12:30, allowing customers to transact the same range of Post Office products and services at times that are more convenient for them.

Cash Machine

We can confirm the cash machine will be retained and will be transferred to the new premises. We apologise for the delay in the relocation of the ATM. When a branch relocates and the ATM move is requested, this is always subject to planning permission and agreement with our service provider. We have made enquires and can confirm that planning permission for the ATM at the new location has been granted and that the process to install the ATM at the new branch is underway and is scheduled to be completed this year. Customers will be able to use the cash machine when the ATM installation has been completed in due course.

Appendix B

New Ferry Post Office Information Sheet

Becky's Sewing Boutique
39 New Chester Road
New Ferry
Wirral
CH62 1AA

New opening hours

Monday - Friday	09:00 - 17:30
Saturday	09:00 - 12:30
Sunday	Closed

During the Coronavirus pandemic the branch may need to make changes to its opening hours.

The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder

Products & Services

The same range of products and services will still be available.
The previous branch has an external Post Office branded cash machine.
The cash machine will be retained and will be transferred to the new premises.
Customers will be able to use the cash machine from July 2022.

Serving positions

There will be two screen serving positions.

Access

Currently, there is a step with a wide door at the entrance to the new premises.
The Postmaster will complete works to remove the step and install an internal ramp to provide improved and better access to customers.
Internally, there will be a hearing loop, a low-level serving counter, a low-level writing desk and space for a wheelchair.

Getting there

The new branch will be located approximately 20 metres away from the previous branch, along level terrain.

There is free parking at Grove Street, car park with designated disabled bays within 140 metres of the proposed premises.

Retail

Cards and Stationery store

Date of opening

Tuesday 26 April 2022

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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
Call: 03452 66 01 15

Comments@postoffice.co.uk
Textphone: 03457 22 33 55

FREEPOST Your Comments

¹ 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.

² 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.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ 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 ³ and ⁴ 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.