

Kirkby Post Office information sheet				
	Current location		Proposed new location (subject to local public consultation)	
Address	Simonswood House Newtown Gardens Kirkby Liverpool L32 8RN		2 St Chad's Parade Kirkby Shopping Centre Kirkby Liverpool L32 8RD	
Post Office Opening hours	Mon	09:00 - 17:30	Mon	08:30 - 18:00
	Tue	09:30 - 17:30	Tue	08:30 - 18:00
	Wed	09:00 - 17:30	Wed	08:30 - 18:00
	Thu	09:00 - 17:30	Thu	08:30 - 18:00
	Fri	09:00 - 17:30	Fri	08:30 - 18:00
	Sat	09:00 - 12:30	Sat	08:30 - 18:00
	Sun	Closed	Sun	Closed
	Products & Services	The same wide range of products and services would still be available. For reasons outside Post Office Limited's control, we cannot yet confirm whether or not a cash machine will be available at the new branch. This is subject to a survey by our cash machine provider.		
Serving positions	There would be five screened serving positions in total, which has been based on current and future predicted business levels.			
Access and facilities	The existing step at the entrance would be removed and the store entrance will have an automatic door with an internal ramp, which would fully comply with Post Office Limited's accessibility standards and all relevant legislation. Low level serving counters, a low level writing desk and hearing loops would be available at the proposed premises.			
How far away is it?	50 metres away from the current branch, along level terrain in the same pedestrianized shopping area.			
Transport & parking at the proposed new premises	As the new Post Office would be located close by customers can still use the same car parking and bus services. There are several car parks within the nearby locality, the nearest being on Irlam Drive approx. 120 metres away which is fee paying with a maximum stay of 2 hours, with 3 blue badge bays. The local bus station is approx. 300 metres from both locations and is attached to the same shopping area.			
Retail	Cards, stationery, confectionary and gifts			
Local Public Consultation starts	4 March 2015			
Local Public Consultation ends	17 April 2015			
Proposed month of change	June 2015			

## How to contact us:

🖨️ [postofficeviews.co.uk](https://postofficeviews.co.uk)

✉️ [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

☎️ Customer Helpline: 08457 22 33 44  
Textphone: 08457 22 33 55

✉️ FREEPOST Your Comments

Want to tell us what you think right here and now – scan here

If you don't have a QR code scanner on your phone, you can find one in your app store.



**Please note this is the full address to use and no further address details are required.**

Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Post Office Ltd can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the Customer Helpline on 08457 22 33 44.

## Code of Practice for changes to the Post Office® network

### What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

### How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office)