



«Name» - «TitlePosition»  
«Organisation»  
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«Add5»  
«Postcode»

24 August 2017

Dear «u\_name»

**Adams Avenue Post Office® branch  
Previously located at – 10 Adams Avenue, Saltcoats, KA21 6AL**

**Decision - move to new premises & branch modernisation**

I'm writing to confirm that we will be proceeding with our proposal to re-open the above Post Office branch at Spar, 8-12 Wheatley Road, Saltcoats, KA21 6ES, where it be known as Wheatley Road Post Office and operate as one of our new local style Post Office branches.

We received 3 individual responses from customers during the consultation period, all in support of the move welcoming the restoration of Post Office services to the local community. This feedback helped me to understand customers' views and to make sure that all such information was taken into account in finalising our plans.

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. Inside Spar, 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 to move around the store and access Post Office services without difficulty.

Staff will be fully trained in Post Office transactions with staffing levels aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The Post Office transactions through the local style branch are designed to be quick and efficient to operate, allowing for fast and effective customer service. The transactions are automated making the service easy for customers and operators and helping to alleviate queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based, won't be available at the new branch. However, the new branch will still cater for the vast majority of products and services. The very small number of services that will no longer be offered can be accessed at Saltcoats Post Office which offers the full range of Post Office services

Post Office opening times will be aligned to those of the shop. This means that local residents will benefit from significantly longer opening hours opening times throughout the week, so customers can spread their visits and use our services seven days a week and 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. I am confident that 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 branch is scheduled to open at Spar, 8-12 Wheatley Road at 13:00 on Tuesday 19 September 2017. If there are any unforeseen schedule changes which mean this date changes, posters will be displayed in branch to let customers know.

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: 14584399

Thank you for considering our proposal.

Yours sincerely

*Kenny Lamont*

**Kenny Lamont**  
**Network Operations Area 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.**

We've published our final plan on-line, 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.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

**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.**

**Wheatley Road Post Office information sheet**

|  |   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
|--|---|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|
| <b>Address</b>                                 | Spar<br>8-12 Wheatley Road<br>Saltcoats<br>KA21 6ES   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| <b>Opening hours</b>                           | <table border="1"><tr><td>Mon</td><td>06:45 – 22:00</td></tr><tr><td>Tue</td><td>06:45 – 22:00</td></tr><tr><td>Wed</td><td>06:45 – 22:00</td></tr><tr><td>Thu</td><td>06:45 – 22:00</td></tr><tr><td>Fri</td><td>06:45 – 22:00</td></tr><tr><td>Sat</td><td>06:45 – 22:00</td></tr><tr><td>Sun</td><td>08:00 – 22:00</td></tr></table> | Mon | 06:45 – 22:00 | Tue | 06:45 – 22:00 | Wed | 06:45 – 22:00 | Thu | 06:45 – 22:00 | Fri | 06:45 – 22:00 | Sat | 06:45 – 22:00 | Sun | 08:00 – 22:00 |
| Mon  | 06:45 – 22:00   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| Tue  | 06:45 – 22:00   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| Wed  | 06:45 – 22:00   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| Thu  | 06:45 – 22:00   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| Fri  | 06:45 – 22:00   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| Sat  | 06:45 – 22:00   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| Sun  | 08:00 – 22:00   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| <b>Distance</b>                                | 550 metres away from the previous branch, along varied 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><br/>There is a wide door and a step at the entrance. A bell would be provided and a portable ramp would be available on request.</p> <p><b>Parking</b><br/>There is off road parking as well as roadside parking outside the premises.</p>  |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| <b>Retail</b>                                  | Convenience store.  |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| <b>Date of Opening</b>                         | Tuesday 19 September 2017   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |

**Wheatley Road Post Office® services available**

**Your operator or our Customer Helpline on 03452 660115 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)**

**New branch**

| <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  | 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   | ✓  |
| <b>Withdrawals, deposits and payments</b>   |  |
| 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   | ✓  |
| <b>Bill payments</b>  |  |
| Automated bill payments (card or barcoded)  | ✓  |
| Key recharging  | ✓  |
| Transcash (without barcode)   | x  |
| <b>Driving</b>  |  |
| Car tax   | ✓  |
| <b>Travel</b>   |  |
| Pre-order travel money  | ✓  |
| On demand travel money  | Euro/Dollars   |
| Travel insurance referral   | ✓  |
| Mobile Top-ups & E vouchers   | ✓  |
| National Lottery Terminal   | ✓  |
| <b>Payment by cheque</b>  |  |
|   | Car tax only   |
| Products marked x are available at <b>Saltcoats</b> Post Office, Chapelwell Street, Saltcoats, KA21 5EX   | Opening times:<br>Mon        09:00 – 17:30<br>Tue        09:30 – 17:30<br>Wed – Fri  09:00 – 17:30<br>Sat        09:00 – 12:30 |