

Dear Customer,

Local public consultation – Decision

**Arden Post Office
64 Kyleakin Road, Thornliebank, Glasgow, G46 8DF**

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 Arden Food Store, 11 Kilmaluag Terrace, Thornliebank, Glasgow, G46 8DG.

We didn't receive any feedback from customers or local representatives about the proposed move during the local public consultation period, however I have carried out a final review of the original proposal. I am confident that the new branch is suitably located and will continue to meet the needs of the local community. An information sheet is at the end of this letter providing further details about the new branch.

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.

The current branch will close on Wednesday 21 August 2024 at 13:00, with the new branch opening, at Arden Food Store, on Thursday 22 August 2024 at 13:00. If there are any unforeseen circumstances 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:

- Thornliebank Post Office, 53D Main Street, Glasgow, Strathclyde, G46 7SF
- Nitshill Post Office, 10 Craighbank Drive, Nitshill, Glasgow, Glasgow City, G53 6RA

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.

Your faithfully

Kenny Lamont

**Kenny Lamont
Regional Change Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

**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.**

Arden Post Office Information Summary

Arden Food Store
11 Kilmaluag Terrace
Thornliebank
Glasgow
G46 8DG

New opening hours

Mon - Fri	09:30 - 17:30
Sat	09:30 - 16:00
Sun	Closed

There are times our branches 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 with the addition of Euros Travel Money.

Serving positions

There will be a Post Office serving point at the retail counter.

Access

The new premises will have a wide door and level access at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new premises will be located approximately 40 metres away from the previous branch, along level terrain.

No change to the existing parking, roadside parking is available nearby.

Retail

Convenience store.

Arden Post Office services available

For information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the operator.

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class & 2 nd class)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Parcelforce Express Service	✓
British Forces Mail (BFPO)	✓
International letters & postcards (Inc. Tracked & Signed)	✓
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	✓
Withdrawals, deposits and payments	
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
MoneyGram	✓
Change giving	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
Payment by cheque	
Payment by cheque	✓
<p>Other Products are available at Thornliebank Post Office, 53D Main Street, Glasgow, G46 7SF</p>	

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 branch⁵
- 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-week⁶ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

Comments@postoffice.co.uk

FREEPOST Your Comments

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⁵ 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.

⁶ 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.