

Dear Customer,

Local public consultation – Decision

Barmulloch Post Office
20 Quarrywood Avenue, Glasgow, G21 3ES

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 Nisa Local, 576 Broomfield Road, Glasgow, G21 3HN.

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 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 summary 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.

The current branch will close on Monday 17 March 2025 at 17:00, with the new branch opening, at Nisa Local, 576 Broomfield Road, Glasgow, G21 3HN, on Wednesday 09 April 2025 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:

- Drumbottie Road Post Office, 28 Drumbottie Road, Glasgow, G21 4JE
- Provanmill Post Office, 1238 Royston Road, Glasgow, G23 1EX

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

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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.**

Appendix A

Response to Local Public Consultation

Consultation started 07 January 2025

Consultation ended 18 February 2025

Consultation responses

- 36 responses from customers

Key issues raised

- Distance, Parking and Traffic
- Anti-Social Behaviour

Response to issues raised

Distance, Parking and Traffic

The new premises are located approximately 600 metres away from the current site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, it will regrettably mean a longer or less convenient journey for some customers. We have reviewed pedestrian access to the new location, which has confirmed that there are well maintained pavements and dropped kerbs en route.

Parking and peak-time traffic congestion are common issues nationwide. Although Post Office Limited does not directly control the availability of parking spaces, a comprehensive review has been conducted. This review has confirmed that parking is available at the new premises, including designated disabled bays.

Anti-Social Behaviour

We acknowledge the concerns made about anti-social behaviour in the area. Although such matters are outside our direct control and are for the relevant authorities and local police to resolve, Post Office takes security very seriously. While we cannot go into specific details around our security arrangements strict guidelines and measures would be in place and we take every physical precaution, within our branches, to provide a safe and secure environment for both our customers and staff. The operator will engage with the community police in the event of any anti-social behaviour outside and around the new premises.

Appendix B

Barmulloch Post Office Information Summary

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

New Location																	
Nisa Local, 576 Broomfield Road, Glasgow, G21 3HN																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>08:00 – 17:00</td></tr><tr><td>Tuesday</td><td>08:00 – 17:00</td></tr><tr><td>Wednesday</td><td>08:00 – 17:00</td></tr><tr><td>Thursday</td><td>08:00 – 17:00</td></tr><tr><td>Friday</td><td>08:00 – 17:00</td></tr><tr><td>Saturday</td><td>08:30 – 12:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New opening times		Monday	08:00 – 17:00	Tuesday	08:00 – 17:00	Wednesday	08:00 – 17:00	Thursday	08:00 – 17:00	Friday	08:00 – 17:00	Saturday	08:30 – 12:30	Sunday	Closed
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Saturday	08:30 – 12:30																
Sunday	Closed																
Products and Services																	
The same range of products and services will still be available.																	
Serving positions																	
There will be two screened serving positions.																	
Access																	
The new premises will have wide automatic doors and level access at the entrance. Internally, there will be a hearing loop, a low level serving counter and space for a wheelchair.																	
Getting there																	
The new premises will be located approximately 600 metres away from the previous branch, along varied terrain. Parking is available at the new premises with designated disabled bays. There are local buses serving the surrounding area.																	
Store retail available	Convenience store.																

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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Textphone: 03457 22 33 55

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.