



Dear Customer,

Local public consultation – Decision

**Bellshill Post Office
224-226 Main Street, Bellshill, ML4 1AA**

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 Premier – Bellshill Convenience Store, 27-29 Hamilton Road, Bellshill, ML4 1AF.

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 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 01 August 2022 at 17:00 and we're currently making the final arrangements for the move to Premier – Bellshill Convenience Store, 27-29 Hamilton Road, Bellshill, ML4 1AF and further information will be provided once the dates have been agreed.

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:

- North Road Post Office, 102 North Road, Bellshill, ML4 1EX
- Burnhead Post Office, Unit 5 Viewpark Shopping Centre, Old Edinburgh Road, G71 6LB

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
Network Provision 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 22 April 2022

Consultation ended 03 June 2022

Consultation responses

- 96 responses from customers and local representatives

Key issues raised

- Distance
- Parking
- Access and Internal Space
- Security and Privacy

Response to issues raised

Distance

The new premises are located approximately 280 metres from the previous 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. However, it's important to stress that in this instance we have had to balance these factors against our over-riding need to retain a service in Bellshill. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site.

Parking

Parking and peak time traffic congestion 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 limited time restricted roadside parking is available nearby to the new premises and there is a car park available on Glebe Street, located approximately 60 metres away from the new premises, with 2 hours free parking and designated disabled parking bays.

Access and Internal Space

Access at the new location has a wide door and level access at the entrance.

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 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, 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.

Security and Privacy

Our operator plans to incorporate a new modern Post Office into their store which will be carefully integrated inside, ensuring sufficient space, security and privacy for both Post Office and retail customers. The new main style branch will be built to high Post Office specification and there will be three serving positions, which will be a mixture of one screened serving position and two open plan serving positions.

We have been working closely with the operator to plan the interior layout, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. Aisles will be kept free from obstructions and adequate room will be provided for customers, prams and wheelchairs to move around the store.

Appendix B

Bellshill Post Office Information Summary

Premier – Bellshill Convenience Store
27-29 Hamilton Road
Bellshill
ML4 1AF

New opening hours

Mon - Fri	08:30 – 17:00
Sat	08:30 – 16:00
Sun	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.

Serving positions

There will be three serving positions in total; one screened and two open serving positions.

The total number of serving positions has been based on current and future predicted business levels.

Access

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

Internally, there will be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.

Getting there

The new premises will be located approximately 280 metres away from the previous branch, along varied terrain.

Limited time restricted roadside parking is available nearby.

There is a car park available on Glebe Street, located approximately 60 metres away from the new premises, with 2 hours free parking and designated disabled parking bays.

Retail

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 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
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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.