



Dear Sir/Madam

Brandon Post Office®
26 Brandon Arcade, Motherwell, ML1 1BA

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review the decision has been made to proceed with the proposal to move the above Post Office into Digby's Day Today store at 52-54 Muir Street, Motherwell, ML1 1BN. The branch will be run by ON Enterprises Ltd and known as Motherwell Post Office.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Motherwell, now and for the long-term.

Public consultation feedback:

During the public consultation period we received 26 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions. The main areas of feedback were around access to the new premises and potential congestion in the surrounding area, parking, and the availability of space within the proposed store. 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, when making our decision.

Getting to the new location

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of local road traffic issues and whether they negatively impact accessibility.

The new premises are located approximately 330 metres away from the current branch, along mostly level terrain. There is time restricted parking on Muir Street approximately 50 metres away. There is a free car park on Pollock Street with 81 spaces and 4 designated disabled bays approximately 350 metres away. For those using public transport to access the new branch, the nearest bus stop is at Motherwell Railway Station approximately 30 metres away.

We took into consideration feedback about the demand for parking in the area and congestion on Muir Street as well as comments about the area after the current closing time. We revisited the area to reconsider these points and, in conclusion, I remain satisfied that customers in Motherwell will continue to have good access to Post Office services.

What the new branch will look like

We know that the Post Office plays an important part in the lives of customers, including our older and disabled customers. ON Enterprises Ltd regards the Post Office network as a vital part of community services and have satisfied us that they would be able to successfully operate this Post Office branch and we'll be working together to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

Externally the store front will include Post Office signage and an opening hours board. The branch will have its own designated area to the right of the Digby's Day Today store and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. There is level access into the premises and automatic entrance doors will be fitted before the Post Office moves.

There will be directional signage from the entrance door through to the new Post Office area. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance the entrance area and shopping aisles will be kept free of obstructions. The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided. Full posting facilities will be available within the new branch.

The number of serving positions is based on current and future predicted business levels and the new branch will have two traditional floor to ceiling screened serving positions and two open plan positions. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

Following the move, the Post Office will also be open for longer including Saturday afternoons and Sundays, providing customers with more flexibility around their visits. I'm satisfied that customer needs will continue to be met. Alongside this, we'll monitor customer usage at the branch following the move and will work with ON Enterprises Ltd to make sure service standards are maintained.

Access to Post Office services and products

The same wide range of Post Office services will continue to be available. Staff, who work in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff

ON Enterprises Ltd have satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Motherwell Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the ON Enterprises Ltd team to provide support, in the same way we already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion:

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Motherwell. The current branch will close at 17:30 on Wednesday 28 February 2018, with the new branch opening at 08:00 on Thursday 1 March 2018.




You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: **01185599**.

Yours faithfully



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

How to contact us:

-  postofficeviews.co.uk
-  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

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, by contacting us or on our website – 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 larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.

Motherwell Post Office information sheet															
Address	Digby's Day Today 52-54 Muir Street Motherwell ML1 1BN														
Opening hours	<table border="1"> <tr><td>Mon</td><td>08:00 – 21:00</td></tr> <tr><td>Tue</td><td>08:00 – 21:00</td></tr> <tr><td>Wed</td><td>08:00 – 21:00</td></tr> <tr><td>Thu</td><td>08:00 – 21:00</td></tr> <tr><td>Fri</td><td>08:00 – 21:00</td></tr> <tr><td>Sat</td><td>08:00 – 21:00</td></tr> <tr><td>Sun</td><td>10:00 – 21:00</td></tr> </table>	Mon	08:00 – 21:00	Tue	08:00 – 21:00	Wed	08:00 – 21:00	Thu	08:00 – 21:00	Fri	08:00 – 21:00	Sat	08:00 – 21:00	Sun	10:00 – 21:00
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Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be four serving positions in total; two screened and two open plan. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	Access will be level with an automatic door installed at the entrance. Low level serving counters, a low level writing desk and hearing loops will be available.														
How far away is it?	Approximately 330 metres away from the current branch, along mostly level terrain.														
Transport & parking	<p style="text-align: center;">Parking</p> <p>There is time restricted parking on Muir Street approximately 50 metres away. There is a free car park on Pollock Street with 81 spaces and 4 designated disabled bays approximately 350 metres away.</p> <p style="text-align: center;">Transport</p> <p>The nearest bus stop is at Motherwell Railway Station approximately 30 metres away.</p>														
Retail	Convenience store														
Date of move	1 March 2018														