



Dear Customer

Local public consultation - Have your say

Castlemilk Post Office
26-26A Castlemilk Arcade, Dougrie Drive, Glasgow, G45 9AA

We are moving the above Post Office branch to a new location - Unit 1, Castlemilk Arcade, Dougrie Drive, Glasgow, G45 9AA, formally known as Jobcentre Plus.

Why are we moving?

As you may be aware, this branch has been operated on our behalf by a temporary operator. Whilst this arrangement has enabled us to maintain access to Post Office services to our customers in the area, we have therefore had to identify an alternative location to continue to offer Post Office services to the local community.

We are pleased to inform you that a new postmaster has been appointed to operate the Post Office from the above new location. The new premises are currently empty and will be undergo a full refurbishment to incorporate a convenience store and Castlemilk Post Office.

To maintain Post Office services in the local community, the current Post Office branch is scheduled to close on Wednesday 18 May 2022 at 17:30 and the new Post Office is scheduled to open at the new premises on Thursday 19 May 2022 at 13:00. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed to let customers know.

During the 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:

- Tormusk Post Office, 381 Tormusk Road, Castlemilk, Glasgow, G45 0HF
- Burnside Post Office, 242 Stonelaw Road, Glasgow, G73 3SA

Our priority is to safeguard our services in the locality in the longer term and the relocation of Castlemilk Post Office will enable us to maintain a Post Office service to our customers in the local community.

We'd like your help

Whilst the decision has already been made to move the branch, we would still like your views on access and the service offered at the new location. Therefore, we're now commencing a local public consultation and before we finalise our plans would like to hear your views. For more details of the new Post Office and accessibility, please see the branch information summary later in this consultation document.

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- **Are the new premises easy for you to get into and is the inside easily accessible?**
- **Are there any other local community issues which you believe could be affected by or affect the change?**
- **Is there anything we could do to make it easier for customers?**

Local Public Consultation starts	Friday 8 April 2022
Local Public Consultation ends	Friday 20 May 2022

The current Post Office is scheduled to close on Wednesday 18 May 2022 and your new look Post Office is scheduled to open at the new premises on Thursday 19 May 2022, however this does not affect the period of public consultation which is ongoing until Friday 20 May 2022.

An information sheet is enclosed that provides more details about your new branch. You can share your views on the change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **352832**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**Want to tell us what you think right here and now?
Scan here.**

If you don't have a QR code scanner on your phone, you can find one in your app store.



Good to know

- Customers will access Post Office services in a modern, open-plan environment alongside the operator's retail.
- Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It will be in a dedicated area of the store with two screened positions.
- The Post Office will offer a range products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with this style of branch is high.
- All current staff will be transferred to work in the new branch will continue to provide the highest standards with on-going training on products and services, as well as operational and service related matters.
- Posters and leaflets will now be displayed in branch to let customers know about the changes and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to consultation is available at the end of this letter.

If you are a local representative, it will be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to Castlemilk Post Office. If you would like a supply of posters, please let us know. Our contact details can be found above.

Yours faithfully

Kenny Lamont

**Kenny Lamont
Network Provision Manager
Post Office Limited**

Castlemilk Post Office Information Summary

Current Location	New Location												
26-26A Castlemilk Arcade Dougrie Drive Glasgow G45 9AA	Unit 1 Castlemilk Arcade Dougrie Drive Glasgow G45 9AA												
Current opening hours	New opening hours												
<table><tr><td>Mon - Fri</td><td>09:00 - 13:00 14:00 - 17:30</td></tr><tr><td>Sat</td><td>09:00 - 12:30</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Fri	09:00 - 13:00 14:00 - 17:30	Sat	09:00 - 12:30	Sun	Closed	<table><tr><td>Mon - Fri</td><td>09:00 - 18:00</td></tr><tr><td>Sat</td><td>09:00 - 13:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Fri	09:00 - 18:00	Sat	09:00 - 13:00	Sun	Closed
Mon - Fri	09:00 - 13:00 14:00 - 17:30												
Sat	09:00 - 12:30												
Sun	Closed												
Mon - Fri	09:00 - 18:00												
Sat	09:00 - 13:00												
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 two screened serving positions in total.

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 branch will be located approximately 100 metres away from the current branch, along varied terrain.

There is a time restricted car park available at The Braes Shopping Centre with designated disabled parking bays.

Retail

Convenience store.

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.

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
03452 66 01 15

Comments@postoffice.co.uk
Textphone: 03457 22 33 55

FREEPOST Your Comments Call:

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.