



Dear Customer

**Kinglassie Post Office®  
30 Main Street, Kinglassie, Fife, KY5 0XA**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to – McColls Retail Group, 18 Main Street, Kinglassie, Fife, KY5 0XA, where it will operate as one of our new local style Post Office branches.

We received two individual responses from customers and local representatives during the local public consultation period. Some feedback welcomed the improved access and longer opening times the new branch would provide. Other feedback commented about the availability of space and privacy inside the proposed store. This feedback helped me to understand customers' concerns and views and was taken into account in finalising our plans.

It's clear that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as we possibly can. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site. Access at McColls store is level with a wide automatic door 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.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will be working closely with our new operator to make sure that staffing levels are aligned to meet customer demand. All staff that will handle Post Office transactions will be fully trained to Post Office standards.

We will also be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 12:30 on Tuesday 30 January 2018, with the new branch opening, at McColls Retail Group, 18 Main Street, at 13:00 on Tuesday 30 January 2018. If there are any unforeseen schedule changes 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 an alternative Post Office branch are provided below for your convenience:

- Cardenden Post Office, 181-185 Station Road, Cardenden, Lochgelly, KY5 0BN

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 199844.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours sincerely



**Suzanne Richardson**  
**Regional Network Manager**

#### How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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 required.**

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.



**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**

**Kinglassie Post Office information sheet****Address**

McColls Retail Group  
18 Main Street  
Kinglassie  
Fife  
KY5 0XA

**Opening hours**

Monday	06:00 – 22:00
Tuesday	06:00 – 22:00
Wednesday	06:00 – 22:00
Thursday	06:00 – 22:00
Friday	06:00 – 22:00
Saturday	06:00 – 22:00
Sunday	06:00 – 22:00

**Distance**

50 metres away from the current branch, along level terrain.

**Products & Services**

The majority of Post Office products and services will still be available.

**Accessibility & accessibility works****Access and facilities**

The new premises will have a wide automatic door and level access. Internally, there will be a hearing loop and space for a wheelchair.

**Parking**

There is a car park within 50 metres of the new premises.

**Retail**

Convenience store.

**Date of Relocation**

13:00 on Tuesday 30 January 2018

### Kinglassie Post Office® services available

**Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	<b>Express 24 &amp; 48</b>
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros</b>
Travel insurance referral	✓
On demand travel insurance	x
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	
Products marked x are available at <b>Cardenden</b> Post Office, 181-185 Station Road, Cardenden, Lochgelly, KY5 0BN	<b>x</b> Opening times: Mon – Fri 08:30 - 17:30 Sat 08:30 - 12:30