



Dear Customer

**Blairgowrie Post Office®**  
**The Co-operative Food Group Ltd, Wellmeadow, Blairgowrie, PH10 6NQ**

**Local Public Consultation Decision**

Following further discussions with the new operator, I'm writing to confirm that we will now be proceeding with our proposal to move the above Post Office branch to Pricecracker, 7 Perth Street, Blairgowrie, PH10 6DQ, where it will operate as one of our new local style Post Office branches.

We received 358 individual responses from customers and local representatives during the local public consultation period. The feedback commented about a number of issues including car parking availability, accessibility into and within the proposed new premises, the location, and the level of service that will be provided following the change. Some feedback commented that the proposed new branch would be closer and easier to access and welcomed the longer opening times. This feedback enabled me to improve my understanding of customers' concerns and views and to ensure that all such information was taken into account before finalising our plans for the new branch

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm roadside parking is available nearby. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. The store currently has a step at the entrance, however as part of a significant refurbishment to accommodate the PO an internal ramp and automated door will be installed. Inside the shop, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office 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. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the shop and access Post Office services.

We know our customers value excellent customer service at the Post Office and the new operator is committed to delivering excellent customer service and looking forward to welcoming Post Office customers. Please be assured the new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. Internally, the new main style Post Office branch will be built to our high specifications, with one screened and one open-plan counter positions, incorporating low-level facilities.

I have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

The current branch will close at 17:30 on Tuesday 31 July 2018, with the new branch opening, at Pricecracker, 7 Perth Street, at 13:00 on Wednesday 1 August 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:

- Coupar Angus Post Office, 55-65 George Street, Coupar Angus, Blairgowrie, PH13 9DJ

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

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 faithfully

*Robert Sharp*

**Robert Sharp**  
**Area Network Change Manager**

How to contact us:

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)

<b>Blairgowrie Post Office information sheet</b>			
<b>New Post Office location</b>			
<b>Address</b>	Pricecracker 7 Perth Street Blairgowrie PH10 6DQ		
<b>Post Office Opening hours</b>		Mon	08:00 - 18:00
		Tue	08:00 - 18:00
		Wed	08:00 - 18:00
		Thu	08:00 - 18:00
		Fri	08:00 - 18:00
		Sat	09:00 - 16:00
		Sun	Closed
<b>Distance</b>	450 metres away from the current branch, along varied terrain.		
<b>Products &amp; Services</b>	The same range of services will continue to be available.		
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> Currently there is a step at the entrance to the proposed premises, however works will be undertaken to improve access and also install an automatic door.</p> <p><b>Transport/parking</b> Roadside parking is available in the surrounding side streets. There are local buses serving the surrounding area.</p>		
<b>Proposed month of change</b>	Wednesday 1 August 2018 at 13:00		

**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.**