



Dear Customer

Dollar Post Office®
Station Road, Dollar, FK14 7EJ

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 The Paper Shop, 52 Bridge Street, Dollar, FK14 7DG, where it will operate as one of our new local style Post Office branches.

During the public consultation period we received 61 individual responses from customers and local representatives. I would like to thank those who took the time to let us have their comments and provided information. 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. The feedback commented on a range of issues including the availability of space and privacy in the proposed store to accommodate a Post Office, parking and access to the proposed new location. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

It's clear from the feedback received how important a Post Office is to the local community it serves. In taking the decision following public consultation we have to balance the comments and concerns raised against the need to ensure a commercially viable and sustainable service into the future. Like many high street retailers, we've had to develop our ways of working so that we can maintain Post Office services for our customers. The move of the branch into The Paper Shop alongside the introduction of one of our new style local models will help secure the long term future of Post Office services in Dollar. A number of factors are taken into account when considering an appointment; including access, the size of the premises and the suitability of the host retailer. The processes we follow are established and robust and the new operator was successfully appointed following the completion of our application process.

The new location is located approximately 50 metres from the current branch and 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 on Cairnpark Street adjacent to the proposed premises and further time restricted roadside parking and dedicated marked disabled bays are available nearby. Given the short distance of the move I am satisfied that access and parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

For those walking to the new location, the terrain is level and there are well maintained pavements and dropped kerbs along the route. However, to further support our customers in accessing the new branch, the new operator will be approaching the relevant authority to discuss the possibility of a pedestrian crossing on Bridge Street, as well as a designated disabled bay on Cairn Park Street.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled people and we want to make our services as accessible as we possibly can. Access at the shop is level with a wide 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. There will also be adequate space to hold mail items, including parcels, securely until they are despatched.

We will 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.

All staff handling Post Office transactions will be fully trained and on hand and staffing levels will be aligned to meet customer demand. The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers.

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, including the collection of undeliverable items of mail. I am also pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking, Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment. The full range of Post Office products and services are available at Alloa Post Office.

Post Office customers will also benefit from increased opening hours including lunchtimes, provided by our operator. Further 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, the feedback received during the public consultation period and 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 meet customer needs, whilst helping to provide for long term viability and future sustainability for the branch.

The current branch will close at 13:00 on Wednesday 8 August 2018, with the new branch opening, at The Paper Shop, 52 Bridge Street, at 13:00 on Wednesday 8 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 two alternative Post Office branches are provided below for your convenience:

- Alloa Post Office, Unit 1, Mill Road, Alloa, FK10 1JY
- Tillicoultry Post Office, 109 - 111 High Street, Tillicoultry, FK13 6DS

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 115868.

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, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully

A handwritten signature in dark ink, appearing to read 'SR', with a stylized, flowing script.

Suzanne Richardson
Regional Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.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.

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

Dollar Post Office information sheet

Address	The Paper Shop 52 Bridge Street Dollar FK14 7DG														
Opening hours	<table> <tr> <td>Mon</td><td>09:00 – 17:30</td></tr> <tr> <td>Tue</td><td>09:00 – 17:30</td></tr> <tr> <td>Wed</td><td>09:00 – 17:30</td></tr> <tr> <td>Thu</td><td>09:00 – 17:30</td></tr> <tr> <td>Fri</td><td>09:00 – 17:30</td></tr> <tr> <td>Sat</td><td>09:00 – 17:30</td></tr> <tr> <td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	Closed
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Fri	09:00 – 17:30														
Sat	09:00 – 17:30														
Sun	Closed														
Distance	Within 50 metres of the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The proposed premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available on Cairnpark Street adjacent to the proposed premises. Further time restricted roadside parking and dedicated marked disabled bays are available nearby.</p>														
Retail	Cards, Gifts, Stationery, Confectionery & Newsagents														
Date of Relocation	13:00 on Wednesday 8 August 2018														

Dollar 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

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	✓
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	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
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	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Driving	
Car tax	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓
Other Products are available at Alloa Post Office, Unit 1, Mill Road, Alloa, FK10 1JY	Opening times: Mon – Sat 09:00 – 17:30
Other Products are available at Tillicoultry Post Office, 109 - 111 High Street, Tillicoultry, FK13 6DS	Opening times: Mon – Sat 09:00 – 17:30