



Dear Sir/Madam

**Dundee Post Office®**  
**4 Meadowside, Dundee, DD1 1AA**

**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 to 30 Whitehall Street, Dundee, DD1 4AF. The branch will be operated by QDSA Limited.

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 Dundee, now and for the long-term.

**Public consultation feedback:**

During the public consultation period we received 41 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions. I would like to thank everyone who took the time to let us have their comments and provide information.

The main area of feedback centred around the loss of the Home Office Biometric Enrolment Service, with significant concern about the impact this would have on international students as well as the local economy. Respondents also commented on staffing and the absence of a pedestrian crossing near the new premises. There were also comments that the new location is more central and closer to main transport links, and the open plan space of the new store will make access easier. 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 we carefully consider factors such as the local terrain, parking and transport links and take account of whether there are any particular local road traffic issues that may negatively impact accessibility.

The new branch will be located approximately 475 metres away from the current location, along varied terrain. Pay and display parking is available on Whitehall Street within 35 metres of the proposed premises. There is also a designated disabled bay near to the proposed premises, approximately 15 metres away. Shore Terrace car park is about 170 metres away with 76 pay and display spaces and 12 designated disabled bays. Buses are available to and from the surrounding area and there is a bus stop directly opposite the proposed premises, approximately 10 metres away.

Furthermore, QDSA Limited will be engaging with the local council to request they consider introducing a pedestrian crossing close to the new site.

In conclusion, we remain satisfied that customers in Dundee 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. We will be working together with QDSA Limited to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

The new premises will undergo a complete refurbishment to provide a bright, modern open-plan layout with the introduction of a Newsagents and a range of stationery and greetings cards alongside the Post Office. The branch will have its own designated area at the rear of the store and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

Externally the store front will include Post Office signage and an opening hours board. There will also be full posting facilities within the new branch. Access into the premises will be level with automated doors and 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 area 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. There will be six serving positions, which has been based on current and forecast future business levels; three open plan positions and two traditional screened positions which will also provide travel money services, and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional screened positions. There is still a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed. The serving position located at the retail till will offer customers a selected range of Post Office products and services, without having to join the main queue. Following the move, opening hours will be extended, offering customers an extra 10.5 hours a week with more flexibility around their visits.

I am satisfied that customer needs will be met. Alongside this, we'll monitor customer usage at the branch following the move and will work with QDSA Limited 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, with the exception of the Biometric Enrolment Service for the Home Office. This will relocate to Perth Post Office, 91-97 High Street, Perth PH1 5TJ, approximately 22.6 miles away, which can be reached by a 43 minute train journey or, alternatively, a 65 minute bus journey. The new branch will, however, retain the BRP Secure Card Collection service. It will also continue to offer the DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services.

Staff, who will work exclusively 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:**

Our new operator has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Dundee 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 QDSA Ltd team to provide support, in the same way they 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. Staff will be fully supported through the change with a dedicated Human Resources Manager. We will do all that we can to find a solution that works for each individual within the options available.

**Conclusion:**

We believe that franchising this branch will allow us to better secure Post Office services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches is proven to be successful.

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 Dundee.

The current branch will close at 17:30 on Wednesday 7 February 2018, with the new branch opening at 08:30 on Thursday 8 February 2018.

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: 00282099.

Yours faithfully



**Roger Gale**  
**Sales & Trade Marketing Director**  
**Post Office Limited**

**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**

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](http://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.**

<b>Dundee Post Office information sheet</b>															
<b>Address</b>	30 Whitehall Street Dundee DD1 4AF														
<b>Opening hours</b>	<table> <tr><td>Mon</td><td>08:30 – 18:00</td></tr> <tr><td>Tue</td><td>08:30 – 18:00</td></tr> <tr><td>Wed</td><td>08:30 – 18:00</td></tr> <tr><td>Thu</td><td>08:30 – 18:00</td></tr> <tr><td>Fri</td><td>08:30 – 18:00</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	08:30 – 18:00	Tue	08:30 – 18:00	Wed	08:30 – 18:00	Thu	08:30 – 18:00	Fri	08:30 – 18:00	Sat	09:00 – 17:30	Sun	Closed
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<b>Opening times of Post Office service at retail counter</b>	<table> <tr><td>Mon - Fri</td><td>08:30 – 18:00</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Fri	08:30 – 18:00	Sat	09:00 – 17:30	Sun	Closed								
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<b>Products &amp; Services</b>	The same wide range of products and services would still be available, with the exception of the Home Office Biometric Enrolment Service, but DVLA services would still be available.														
<b>Serving positions</b>	There would be six serving positions in total; two screened, three open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.														
<b>Access &amp; facilities</b>	Access would be level and an automatic door would be installed at the entrance to the proposed premises. Low level serving counters, a low level writing desk and hearing loops would be available.														
<b>How far away is it?</b>	Approximately 475 metres away from the current branch, along varied terrain.														
<b>Transport &amp; parking</b>	<p style="text-align: center;"><b>Parking</b></p> <p>Pay and display parking is available on Whitehall Street within 35 metres of the proposed premises. There is also a designated disabled bay outside the proposed premises, approximately 15 metres away.</p> <p>Shore Terrace car park, pay and display with 76 spaces and 12 designated disabled bays is approximately 170 metres away.</p> <p style="text-align: center;"><b>Buses</b></p> <p>Buses are available to and from the surrounding area. There is a bus stop directly opposite the proposed premises, approximately 10 metres away.</p>														
<b>Retail</b>	Newsagents, stationery and greetings cards														
<b>Date of move</b>	8 February 2018														