



Dear Customer

**Falkirk Post Office®**  
**1 Garrison Place, Falkirk, FK1 1AA**

**Cow Wynd Post Office®**  
**16 Cow Wynd, Falkirk, FK1 1PU**

**Local public consultation**

I'm writing to let you know that we are proposing to merge Falkirk Post Office and Cow Wynd Post Office into one modern new branch at the nearby vacant retail store at Unit 1, Howgate Shopping Centre, High Street, Falkirk, FK1 1HG. Should we proceed with our proposal, the new branch would be run by SRI NIDHI ASSOCIATES LIMITED.

The proposed merger of these branches is part of our on-going plans to create a Post Office network that is modern and sustainable. Our priority is to ensure that we provide the services that will meet customer needs, both now and into the future, and secure the long-term viability of Post Office services in the area. We are satisfied that following the proposed merger, there will be sufficient capacity in the surrounding Post Office network for our customers to continue to access Post Office services. Subject to consultation, we propose to merge Falkirk and Cow Wynd Post Office branch in September 2018. Whilst we believe that the majority of customers will choose to access Post Office services at the proposed new location, there are also a further two Post Office branches within 2 miles. Details for these branches can be found on the enclosed information sheet.

Alongside modernising our branch network, we're continuing to develop our services to remain relevant for customers. As well as traditional mails and other services, today's Post Office network provides for the collection or return of online shopping, offers a 'click and collect' service for foreign currency available from over 3,500 branches and day-to-day banking for the majority of customers of UK banks - 99 per cent of UK personal banking customers and 75 per cent of business customers can now carry out day to day banking at any of our branches. All of our wide range of services would be available at the new branch in Falkirk. For reasons outside Post Office Limited's control, we cannot yet confirm whether a cash machine will be available at the new branch. The provision of a cash machine is subject to a survey by our cash machine provider, operational considerations, relevant consent and planning permission. The nearest alternative external cash machine can be found at Larbert Post Office, 67 Main Street, Larbert, FK5 4AA approximately 2.9 miles away.

**About our retail partner**

SRI NIDHI ASSOCIATES LIMITED regard the Post Office network as a vital part of community services and have satisfied us that they would be able to successfully run the branch in Falkirk, by showing they can deliver excellent standards of customer service, with trained staff promoting products and services in a modern environment. They would completely refurbish the existing premises, to incorporate a retail offer of stationery, gifts and food to go.

**The new Falkirk Post Office branch**

The new branch will be a bright, modern open-plan layout which will include a complete internal refurbishment. Access into Howgate Shopping Centre is level with automatic doors. Access into the store from the shopping centre is level, with an open entrance during store opening times. We have stringent standards to ensure good access for all customers and our plans for the new branch include low-level counters, PIN pads and a hearing loop.

Directional signage will be provided from the entrance of the store through to the new Post Office area which will be within a dedicated area at the left of the store. There will be five serving positions, which has been based on current and forecast future business levels; two 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 positions and still has 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, over extended hours, providing customers access to services for an extra 5.5 hours a week.

### What's next?

We're now starting a period of local public consultation and we'd welcome your views on the proposal. The change of management of the branch to one that is operated by a retail partner rather than by us directly is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change. However we welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy is it to get to the proposed new location?
- Are the new premises easy for you to get into and are they easily accessible once inside?
- Are there any other local community issues which you believe could be affected by or affect the proposed move?
- If the move were to proceed is there anything we could do to make it easier for customers?

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 003868.

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

If you have a QR scanner on your mobile phone, all you need to do is scan here:



Any information we receive will be considered as we finalise our plans for the new branch. I've enclosed an information sheet that provides more details about the new location. I've also included information about the Code of Practice over the page and a full copy of the Code will be available in branch.

You can also let us have your comments in the following ways:



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



FREEPOST Your Comments  
**(This is the full address to use.  
No further address or name details are required)**



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



Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55

**Dates for local public consultation:**

Local Public Consultation starts	<b>16 May 2018</b>
Local Public Consultation ends	<b>8 August 2018</b>
Proposed month of change	<b>September 2018</b>

Post Office Ltd will host a customer forum in the coming weeks, and everyone will be welcome to attend to hear more about the proposed new location. We're currently finalising details of this event and further information will be provided in branch.

Thank you for considering our proposal. At the end of the consultation we will write to anyone who has provided feedback to the consultation to respond to the main issues raised and to explain our final plans.

Yours faithfully



**Roger Gale**  
**Network & Sales Director**  
**Post Office Limited**

Please note that items sent by Freepost take 2 working days to arrive and don't include Saturday or Sunday. Therefore please do allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

**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.**

**Falkirk Post Office information sheet**

		<b>Current locations</b>				<b>Proposed new location</b>	
<b>Address</b>		Falkirk Post Office 1 Garrison Place Falkirk FK1 1AA		Cow Wynd Post Office 16 Cow Wynd Falkirk FK1 1PU		Unit 1 Howgate Shopping Centre High Street Falkirk FK1 1HG	
<b>Post Office Opening Hours</b>		Mon	09:00 – 17:30	Mon	08:30 – 18:00	Mon	09:00 – 17:30
		Tue	09:30 – 17:30	Tue	08:30 – 18:00	Tue	09:00 – 17:30
		Wed	09:00 – 17:30	Wed	08:30 – 18:00	Wed	09:00 – 17:30
		Thu	09:00 – 17:30	Thu	08:30 – 18:00	Thu	09:00 – 17:30
		Fri	09:00 – 17:30	Fri	08:30 – 18:00	Fri	09:00 – 17:30
		Sat	09:00 – 12:30	Sat	09:00 – 17:30	Sat	09:00 – 17:30
		Sun	Closed	Sun	Closed	Sun	Closed
<b>New Opening times of Post Office service at retail counter</b>		Mon - Sat		09:00 – 17:30			
<b>Products &amp; Services</b>		The same wide range of products and services would still be available with the exception of a cash machine. The nearest alternative branch with a cash machine is, Larbert Post Office, 67 Main Street, Larbert, FK5 4AA approximately 2.9 miles away from Falkirk branch and 2.8 miles away from Cow Wynd branch.					
<b>Serving positions</b>		There would be five serving positions in total; two screened and two 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 and facilities</b>		Access into the proposed premises would be level with an open entrance. Access into Howgate Shopping Centre is level with automatic doors. Low level serving counters, a low level writing desk and a hearing loop would be available.					
<b>How far away is it?</b>		Approximately 370 metres away from Falkirk branch and 260 metres away from Cow Wynd branch, along hilly terrain.					
<b>Transport &amp; parking at the proposed new premises</b>		<b>Parking</b>					
		There is a fee paying multi-storey car park at the Howgate Shopping Centre with 548 spaces and 25 designated disabled bays available. The distance between the car park and proposed premises is approximately 125 metres.					
		<b>Buses</b>					
		Public transport available to and from the surrounding areas.					
<b>Retail</b>		Stationery, gifts and food to go					
<b>Local Public Consultation starts</b>		16 May 2018					
<b>Local Public Consultation ends</b>		8 August 2018					
<b>Proposed month of Change</b>		September 2018					

## **Other branches in the area**

### **Camelon Post Office**

254 Main Street  
Camelon  
Falkirk  
FK1 4DY

Mon	07:00 – 22:00
Tue	07:00 – 22:00
Wed	07:00 – 22:00
Thu	07:00 – 22:00
Fri	07:00 – 22:00
Sat	07:00 – 22:00
Sun	08:00 – 22:00

### **Services**

This branch offers a wide range of services including a comprehensive range of Travel Money, Car tax and On Demand travel insurance

### **Route**

Approximately 1.3 miles from Falkirk branch and 1.5 miles from Cow Wynd branch.

### **Transport**

Public transport available to and from the surrounding areas.

### **Laurieston Post Office**

2 Suilven Heights  
Laurieston  
Falkirk  
FK2 9QF

Mon	07:00 – 21:00
Tue	07:00 – 21:00
Wed	07:00 – 21:00
Thu	07:00 – 21:00
Fri	07:00 – 21:00
Sat	07:00 – 21:00
Sun	08:00 – 18:00

### **Services**

This branch offers a wide range of services including National Lottery.

### **Route**

Approximately 1.7 miles from Falkirk branch and 1.6 miles from Cow Wynd branch.

### **Transport**

Public transport available to and from the surrounding areas.

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)