



Dear Customer

Local public consultation – Decision

**Frederick Street Post Office
40 Frederick Street, Edinburgh, EH2 1EY**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office to 25c Thistle Street, Edinburgh, EH2 1DX where it will be known as Thistle Street Post Office.

I would like to thank everyone who took the time to let us have their comments and provide information. 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, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 17:30 on Friday 28 April 2023, with the new branch opening, at 25c Thistle Street, at 13:00 on Tuesday 2 May 2023. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During this period of temporary closure customers may use any convenient Post Office branch. Possible alternatives are provided below. The latest available branch information can be found using our website www.postoffice.co.uk/branch-finder.

- Edinburgh City Post Office, Waverley Mall, Waverley Bridge, Edinburgh, EH1 1BQ
- Stockbridge Post Office, 72 Raeburn Place, Stockbridge, Edinburgh, EH4 1HJ

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

Kenny Lamont

**Kenny Lamont
Network Provision Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.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 postoffice.co.uk/privacy

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.

Appendix A

Response to Local Public Consultation

Consultation started 25 November 2022

Consultation ended 6 January 2023

Consultation responses

- 25 responses from customers

Key issues raised

- Access and internal space
- Serving Positions
- Distance

Response to issues raised

Access and Internal Space

Access at the new location will be level 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.

Serving Positions

There will be two screened serving positions which has been based on current and forecast future business levels. Post Office customers will benefit from the longer opening hours throughout the week, including Saturdays. This will allow customers to spread their visits throughout the week and use our services at times that suit them better, which also helps to reduce queuing times. We will continue to monitor service demand in the area, along with customer usage at the new branch following the move and will work with the branch to make sure service standards are maintained.

Distance

The new premises are located approximately 220 metres from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site.

Appendix B

Frederick Street Post Office Information Summary

25c Thistle Street, Edinburgh, EH2 1DX

New opening hours

Mon - Fri	09:00 - 17:30
Sat	09:00 - 14:00
Sun	Closed

During the Coronavirus pandemic the branch may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Products & Services

The same range of services will still be available.

Serving positions

There will be two screened serving positions in total. The total number of serving positions has been based on current and future predicted business levels.

Access

Access will be level with a wide door at the entrance to the new premises. Internally there will be a low-level serving counter, a low-level writing desk, a hearing loop wand space for a wheelchair.

Getting there

The new branch will be located approximately 220 metres away from the current branch, along mostly level terrain. Time restricted pay & display parking bays is available nearby, and blue badge holders can park in these bays for free.

Retail

Confectionery, Tobacco, Newsagent shop, with Stationery

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub – postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following principles will be adopted when communicating about changes to your local Post Office branch.

We will **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

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¹ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

² If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in ³ and ⁴ above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.