



Dear Customer

Local public consultation – Decision

**Grangemouth Post Office
3 York Lane, Grangemouth, FK3 8AA**

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 into 1 La Porte Precinct, Grangemouth, FK3 8AZ.

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 15:00 on Thursday 7 November 2024, with the new branch opening, at 1 La Porte Precinct, at 13:00 on Tuesday 12 November 2024. If there are any unforeseen circumstances 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:

- Woodburn Street Post Office, 18 Woodburn Street, Falkirk, FK2 9DS
- Laurieston Post Office, 2 Suliven Heights, Laurieston, Falkirk, FK2 9QF

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**

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postofficeviews.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.**

Appendix A

Response to Local Public Consultation

Consultation started 14 May 2024

Consultation ended 25 June 2024

Consultation responses

- 55 responses from customers

Key issues raised

- Parking
- Retention of Staff
- Access into the premises

Response to issues raised

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and has confirmed that there is limited on street parking available for approximately 6 to 8 cars directly outside the new premises and Union Road carpark is located within 600 metres of the new premises, with dedicated disabled parking bays.

Retention of staff

Postmasters operate Post Office branches on an agency basis rather like franchises. Therefore, they are all privately owned and managed businesses and as such, the Postmaster is responsible for the staff employed at the branch. All staff members required to work on the Post Office system will be fully trained. We also work closely with the Postmaster to ensure staffing levels are appropriate to offer the excellent and professional service we aim to provide in all of our branches.

Access into the premises

Currently there is a step to the entrance of the new premises, however, works will be carried out by the new postmaster to improve access by removing the step and installing an internal permanent ramp with a handrail subject to planning permission.

Appendix B

Grangemouth Post Office Information Summary

1 La Porte Precinct Grangemouth FK3 8AZ

New opening hours

Mon - Fri	09:00 - 17:00
Sat	10:00 - 13:00
Sun	Closed

There are times our branches 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 Products & Services would still be available.

Serving positions

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

Access

Currently there is a step to the entrance of the new premises, however, works will be carried out by the new postmaster to improve access by removing the step and installing an internal ramp with a handrail subject to planning permission.

Low-level serving counters, a low-level writing desk and hearing loops would be available and space for a wheelchair.

Getting there

The new branch will be located approximately 320 metres away from the current branch, along mostly level terrain. Roadside parking would be available directly outside the proposed branch and Union Road carpark is located within 600 metres of the proposed premises, with dedicated disabled parking.

Retail

Convenience Store

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 branch⁵
- 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-week⁶ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

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FREEPOST Your Comments

⁵ 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.

⁶ 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.