



Dear Customer

## **Local public consultation - Have your say**

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

As you will be aware we recently consulted on the proposed move of Grangemouth branch to 26a La Porte Precinct (formerly Farm Foods), Grangemouth, FK3 8BG, where it would continue to operate as one of our main style branches, subject to consultation.

Due to unforeseen circumstances, the premises at 26a la Porte Precinct has become unavailable for use, therefore, the new Postmaster has identified another alternative location to continue to offer Post Office services to the local community. As a result, we will now be entering into a further 6 week period of local public consultation on a new proposed premises at **1 La Porte Precinct, Grangemouth, FK3 8AZ.**

### **Why are we proposing this move?**

This branch is currently operated under a short-term contract, we are therefore proposing to move this branch to an alternative location with a permanent new postmaster, which would be a more sustainable solution.

The proposed premises, which is currently empty, would undergo a full refurbishment to incorporate a convenience store with Grangemouth Post Office. Our priority is to safeguard our services in the locality in the longer term and the relocation of Grangemouth Post Office would enable us to maintain a Post Office service to our customers in the local community.

### **We'd like your help**

We're now starting a period of local public consultation and your feedback is important to us as it will help to inform our decision. For more details of the proposed services and accessibility, please see the branch information summary later in this consultation document.

### **What exactly are we consulting on?**

- **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 Post Office move?**
- **If the move were to proceed, is there anything we could do to make it easier for customers?**

Please note the proposed change of management of the branch is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	<b>14 May 2024</b>
Local Public Consultation ends	<b>25 June 2024</b>
Proposed month of change	<b>July/August 2024</b>

You can share your views on the proposed change through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **102868**



### **How to share your views:**

**Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**Want to tell us what you think right here and now? Scan here.**

If you don't have a QR code scanner on your phone, you can find one in your app store.

### **Good to know**

- Customers would access Post Office services in a modern, open-plan environment alongside the operator's retail.
- Working with the postmaster, we'd adapt the current store layout, fixtures, and fittings to accommodate the Post Office. It would be in a dedicated area of the store with two screened and one open-plan positions.
- Longer opening hours.
- All staff employed to work in the proposed new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland, and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Consultation is available at the end of this letter.

It would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to Grangemouth Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Yours sincerely

*Kenny Lamont*

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

## Grangemouth Post Office Information Summary

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Current Location	Proposed New Location
3 York Lane, Grangemouth, FK3 8AA	1 La Porte Precinct Grangemouth FK3 8AZ

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### Current opening hours

Mon- Fri	09:00 – 15:00
Sat	Closed
Sun	Closed

### Proposed 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](http://www.postoffice.co.uk/branch-finder)**

### Products & Services

The same range of Products & Services would still be available.

### Serving positions

There would 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 proposed premises, however the new operator would be looking at ways to improve access. Either by installing a permanent ramp internally or providing a portable ramp with a bell and signage installed so customers can call for assistance.

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

### Getting there

The proposed new branch would be located approximately 200 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 260 metres of the proposed premises, with dedicated disabled parking

### Retail

Convenience store

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**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.**

### **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](https://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 branch<sup>5</sup>
- 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-week<sup>6</sup> 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 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, Consumer 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](mailto:Comments@postoffice.co.uk)**  
**FREEPOST Your Comments**

**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>5</sup> 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.

<sup>6</sup> 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.