



Dear Customer

**Innerleithen Post Office®**  
**Previously located at: 1 High Street, Innerleithen, EH44 6HA**

**Local public consultation decision**

I'm writing to confirm that we have completed local public consultation regarding the branch above relocating to the new location. The branch relocated to Neidpath Church Building, Pebbles Road, Innerleithen, EH44 6QX on Friday 27 November 2020.

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 final arrangements for the new branch. 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 is continuing to meet customer needs and delivering an excellent service, whilst securing the long-term viability of Post Office services in the local community.

This information is also available on the Post Office Consultation Hub at:  
[postofficeviews.co.uk](https://postofficeviews.co.uk)

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

*Kenny Lamont*

**Kenny Lamont**  
**Network Provision Manager**

How to contact us:

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

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

FREEPOST Your Comments

## Appendix A

### Response to Local Public Consultation

**Consultation started** 20/10/2020

**Consultation ended** 01/12/2020

#### **Consultation responses**

- 11 responses from customers
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#### **Key issues raised**

- Parking
- Space
- Opening times

#### **Parking**

While we acknowledge comments about parking in the area, it is fair to say this is a problem faced in many locations nationwide. When looking at Post Office service provision in an area, we are mindful of the needs of our customers. As we are sure you will understand, traffic issues and the availability of parking spaces are outside the direct control of Post Office Limited. I have conducted a further review of parking and I can confirm there roadside parking is available nearby and also Hall Street Car Park is located approximately 190 metres from the new branch. I am therefore satisfied that parking at the new branch is continuing to meet the needs of customers using the Post Office.

#### **Space**

We have worked closely with the postmaster to plan the interior layout of the Post Office counters area, to ensure optimum use of the space within the shop and that access into and inside the store is kept clear and free of obstacles. This has ensured that the Post Office counter area is easily accessible and customers including wheelchair users have sufficient space to move around the store.

Post Offices are designated an essential service, providing a unique service for a range of necessary activities and we are following the governments guidance on social distancing to support the safety of our staff and customers. As the situation changes, we continue to update staff and customers with practical instructions to allow them to stay safe whilst serving the needs of their communities. We remain committed to providing essential services to our communities whilst keeping our colleagues and customers safe.

#### **Opening Hours**

The new branch is offering longer opening hours, however it is not open on Tuesdays and Wednesdays. We will continue to review and monitor services on an ongoing basis to identify where changes may be needed so that the services at the branch would meet the demands of our customers.

## Appendix B

<b>Innerleithen Post Office information sheet</b>															
<b>Address</b>	Neidpath Church Building Pebbles Road Innerleithen EH44 6QX														
<b>Opening hours</b>	<table border="1"> <tr> <td>Mon</td> <td>09:00 - 17:00</td> </tr> <tr> <td>Tue</td> <td>Closed</td> </tr> <tr> <td>Wed</td> <td>Closed</td> </tr> <tr> <td>Thu</td> <td>09:00 - 17:00</td> </tr> <tr> <td>Fri</td> <td>09:00 - 17:00</td> </tr> <tr> <td>Sat</td> <td>09:00 - 15:00</td> </tr> <tr> <td>Sun</td> <td>10:00 - 15:00</td> </tr> </table>	Mon	09:00 - 17:00	Tue	Closed	Wed	Closed	Thu	09:00 - 17:00	Fri	09:00 - 17:00	Sat	09:00 - 15:00	Sun	10:00 - 15:00
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Sun	10:00 - 15:00														
<b>Distance</b>	350 metres away from the previous branch, along varied terrain.														
<b>Products &amp; Services</b>	The same wide range of products and services are still available.														
<b>Serving positions</b>	There is one open plan counter.														
<b>Accessibility</b>	<p><b>Access and facilities</b></p> <p>The new branch has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p><b>Parking</b></p> <p>There is parking for two cars outside the new branch and additional street parking is available nearby.</p>														
<b>Retail</b>	Fruit and Vegetables														
<b>Date of move</b>	27 November 2020														

**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**

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup>/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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>4</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>5</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, 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**  
**FREEPOST Your Comments**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>3</sup> 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 2 and 3 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.

<sup>4</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>5</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.