



Dear Customer,

Local public consultation – Decision

**Inverness Post Office
14-16 Queensgate, Inverness, IV1 1AX**

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 Co-operative Food retail store at 59 Church Street, Inverness, IV1 1DY, where it will be run by our retail partner, The Co-operative group.

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.

Your new branch is due to open at its new location on Thursday 27 November 2025 at 13:00. However, we recognise our branches can become busier as the Christmas season approaches, and therefore we will also be continuing services at the current premises until Wednesday 24 December 2025. Therefore, whilst the current branch will close on Wednesday 26 November 2025 at 15:00, it will reopen on Thursday 27 November 2025 at 13:00 and be run on an interim basis by a temporary operator. Due to provider operational requirements, during the period both locations are open, there may be a split between locations for some services available and details of these can be found in Appendix C of this letter.

If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

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

Martin Edwards

**Martin Edwards
Transformation Delivery Director
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comment

Appendix A

Response to Local Public Consultation

Consultation started Wednesday 20 August 2025

Consultation ended Wednesday 01 October 2025

Consultation responses

- 24 responses from customers and local representatives

Key issues raised

- Anti-social Behaviour
- Distance
- Access and Internal Space
- Staffing and Customer Service

Response to issues raised

Anti-social Behaviour

Although matters such as anti-social behaviour are outside our direct control and are for the relevant authorities and local police to resolve, Post Office takes security very seriously. While we cannot go into specific details around our security arrangements, strict guidelines and measures will be in place and we take every physical precaution, within our branches, to provide a safe and secure environment for both our customers and staff. The Co-op will monitor and engage with the relevant authorities if anti-social behaviour does become an issue in the immediate vicinity of their store.

Distance

The new premises are located approximately 80 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. There are bus services in the local area and for customers using their own transport there is time restricted pay & display roadside parking on Church Street opposite the new premises with a dedicated disabled parking bay.

Access and Internal Space

Access at the new location will be level with an automatic door at the entrance. Internally the new branch will be in a dedicated area of the store and 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 may be re-aligned or removed to make sure there is clear access into the premises. We will also ensure the entrance, aisles and the Post Office dedicated queuing area are kept free from obstructions with the required turning circles at the serving point for wheelchairs to move around without difficulty.

Staffing and Customer Service

We know our customers value excellent customer service at the Post Office and praise was received for the service provided by staff at the current branch. Our retail partner is looking forward to welcoming Post Office customers and their staff will be fully trained in Post Office transactions. The training will include excellent customer service, guidance on respecting customer confidentiality and safeguarding privacy, staff will receive on-going training on products and services, as well as general operational and service-related matters including Data Protection and Mail Handling and how to take all reasonable precautions to safeguard the mail in their care until it is despatched.

Appendix B

Inverness Post Office Information Summary

There are times our branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

New Location																	
Co-operative Food, 59 Church Street, Inverness, IV1 1DY																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 – 17:30</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 17:30</td></tr><tr><td>Thursday</td><td>09:00 – 17:30</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 12:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New opening times		Monday	09:00 – 17:30	Tuesday	09:00 – 17:30	Wednesday	09:00 – 17:30	Thursday	09:00 – 17:30	Friday	09:00 – 17:30	Saturday	09:00 – 12:30	Sunday	Closed
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Saturday	09:00 – 12:30																
Sunday	Closed																
Products and Services																	
The same range of services will still be available. The Co-op Food store already has its own customer ATM and the ATM at the current branch location will be removed.																	
Serving positions																	
There will be three screened serving positions. The total number of serving positions has been based on current and future predicted business levels.																	
Access																	
Access will be level with an automatic door at the entrance to the new premises. Directional signage will be provided from the entrance door through to the new Post Office area which will be accessed via an internal ramp and located within a dedicated area at the left of the Co-operative Food store. Low-level serving counters, a low-level writing desk, low level pin pads and hearing loops will be available.																	
Getting there																	
The new premises are located approximately 80 metres away from the current branch, along mostly level terrain. Time restricted pay & display roadside parking is available on Church Street opposite the new premises with a dedicated disabled parking bay. There are local buses serving the surrounding area.																	
Store retail available	Supermarket																

Services available	New Branch
Everyday Personal & Business Banking	
<u>Cash Withdrawals</u>	✓
<u>Cash Deposits</u>	✓
<u>Cheque Deposits</u>	✓
Mails	
<u>Drop & Go</u>	✓
<u>Parcelforce Express Services</u>	✓
<u>Evri - Buy in branch</u>	✓
<u>Evri - Drop off and collections</u>	✓
<u>Post & Go</u>	x
Pay Bills & Top Up	
<u>Pay Bills and Top up</u>	✓
Passport Applications	
<u>Paper Check & Send - New & Renewals</u>	✓
<u>Digital Check & Send - New & Renewals</u>	✓
Licence Applications	
<u>SIA Licence Application</u>	✓
Identity Services	
<u>Document Certification Service</u>	✓
<u>In Branch Verification</u>	✓
Driving	
<u>DVLA Photocard Renewal</u>	✓
<u>Vehicle Tax</u>	✓
Travel	
<u>Foreign Currency</u>	✓
<u>Travel Insurance</u>	✓
<u>Travel Money Card</u>	✓
Your Finances	
<u>Western Union</u>	✓
<u>Savings application forms</u>	✓
<u>Savings Account ID Verification (free)</u>	✓
<u>Bank of England Banknote Exchange</u>	✓
<u>ATM - 24hr</u>	x

Appendix C

Dual Location Running Split of Services Available

(Due to provider operational requirements, during the period both branch locations are open, there may be a split between locations for some services available)

<u>Affected Service</u>	<u>Current Location</u>	<u>New Location</u>
<u>Mails</u>		
<u>Evri - Buy in branch</u>	✓	✗
<u>Evri - Drop off and collections</u>	✓	✗
<u>Passport Applications</u>		
<u>Digital Check & Send - New & Renewals</u>	✗	✓
<u>Licence Applications</u>		
<u>SIA Licence Application</u>	✗	✓
<u>Identity Services</u>		
<u>In Branch Verification</u>	✗	✓
<u>Driving</u>		
<u>DVLA Photocard Renewal</u>	✗	✓
<u>Your Finances</u>		
<u>Western Union</u>	✗	✓
<u>Bank of England Banknote Exchange</u>	✗	✓

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

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

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

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.