



Dear Customer

Local public consultation – Decision

**Kelty Post Office
The Co-operative Food Store, 32 Main Street, Kelty, KY4 0AA**

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 Coop Kelty at Cocklaw Street, Kelty, KY4 0DD, where it will be operated by our partner, as one of our main style branches.

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 16:00 on Monday 13 February 2023, with the new branch opening, at Coop Kelty, Cocklaw Street, Kelty, at 09:00 on Friday 17 February 2023. 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:

- Cowdenbeath Post Office, 308 High Street, Cowdenbeath, KY4 9NT
- Lochgelly Post Office, 74 - 80 Main Street, Lochgelly, KY5 9AA

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 sincerely

Kenny Lamont

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

comments@postoffice.co.uk

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 9 December 2022

Consultation ended 20 January 2023

Consultation responses

- 9 responses from customers and a local representative

Key issues raised

- Distance, Route, and Location
- Parking and Traffic
- Premises and Counter Positions

Response to issues raised

Distance, Route, and Location

With any relocation it is inevitable that whilst some customers will have an easier journey, or find the premises are closer than at present, regrettably others will have further to travel. We can only apologise for this, and we remain confident the move will not significantly impede customer access to Post Office services.

The new branch will be located approximately 200 metres away from the current branch, along mostly level terrain, in a newly built, brighter, more modern premises, located nearby. We believe this relocation is the most effective way to secure the long-term viability of Post Office services in Kelty.

Parking and Traffic

Whilst we have considered the concerns raised about parking and the traffic congestion in the area surrounding the new location, generally, this is a problem faced in many locations nationwide and the availability of parking spaces is outside the direct control of Post Office Limited.

For customers using their own transport, we can confirm there will be a dedicated car park located at the rear of the new premises. We are therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

Premises and Counter Positions

The new Kelty Post Office will be incorporated within the newly built Co-operative store. We recognise that the Post Office plays an important part in the lives of customers, and we want to make our services as accessible as possible. We can confirm 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 and space for a wheelchair.

The new main style branch will be built in line with Post Office specifications making sure there is sufficient space for the Post Office service to operate alongside the retail offer. There will be a dedicated Post Office area, incorporating two screened serving positions, with low level facilities and separate queuing area for Post Office customers. There will be also a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week and will offer significantly longer opening times than the main Post Office counter, allowing customers to transact the majority of Post Office products and services alongside retail transactions across seven days a week and at times that are more convenient for them.

We will be working closely with our partner 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.

Appendix B

Kelty Post Office Information Sheet

Coop Kelty
Cucklaw Street
Kelty
KY4 0DD

New opening hours

Monday - Friday	09:00 - 17:30
Saturday	09:00 - 13:00
Sunday	Closed

Opening times of Post Office service at retail counter offering selected services

Monday - Sunday	06:00 - 22:00
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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.

Additionally, rod fishing licence applications previously available until 15 January 2023, will now be available through the Environmental Agency on the link below:

<https://www.gov.uk/fishing-licences/buy-a-fishing-licence>

Serving positions

There will be three serving positions in total: two screened and a Post Office serving point at the retail counter.

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 and space for a wheelchair.

Getting there

The new branch will be located approximately 200 metres away from the current branch, along mostly level terrain.

There will be a dedicated car park located at the rear of the new premises.

Retail

Convenience Store

Date of move

Friday 17 February 2023 at 09:00

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
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FREEPOST Your Comments

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.