



Dear Sir/Madam

Largs Post Office®
58 Main Street, Largs, KA30 8AL

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to 56 Gallowgate Street, Largs, KA30 8LZ.

We received 26 individual responses from customers during the local public consultation period. The majority of feedback welcomed the improved parking facilities, a more central location. A few responses raised slight concern about parking and the size of the proposed premises. This feedback helped me to understand customers' views and to make sure that all such information was taken into account in finalising our plans.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited, however I have reviewed this further. There is a car park, approximately 50 metres away from the branch. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

Internally, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate. We will be working closely with the operator on the internal layout 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.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 13:00 on Wednesday 8 November 2017, with the new branch opening, at 56 Gallowgate Street, at 13:00 on Friday 17 November 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During this short period of closure customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Skelmorlie Post Office, 62 Shore Road, Skelmorlie, PA17 5DR
- Upper Skelmorlie Post Office, 51-53 Skelmorlie Castle Road, Skelmorlie, PA17 5AL

Further details of the new service are provided at the end of this letter.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 20784399

Thank you for considering our proposal.


Yours faithfully

Kenny Lamont

Kenny Lamont
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55

 FREEPOST Your Comments
**Please note this is the full address to use
and no further address details are required.**

We've published our final plan on-line, to see it, scan here.

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



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Largs Post Office information sheet				
New Post Office location				
Post Office Opening hours		Mon	08:30 - 17:30	
		Tue	08:30 - 17:30	
		Wed	08:30 - 17:30	
		Thu	08:30 - 17:30	
		Fri	08:30 - 17:30	
		Sat	08:30 - 16:00	
		Sun	Closed	
Distance	300 metres away from the current branch, along level terrain.			
Accessibility & Accessibility works	Access and facilities The new premises would have a wide door and level access at the entrance. Transport/parking Time restricted roadside parking is available nearby. There is also a car park within 50 metres of the new premises.			
Date of change	Friday 17 November 2017			