



Dear Customer

Local public consultation – Decision

**Lauder Post Office
18 Market Place, Lauder, TD2 6SR**

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 – Premier, 4 Market Place, Lauder, TD2 6SR, where it will be operated by a retail partner.

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 closed on Thursday 13 February 2025, with the new branch opening, at – Premier, 4 Market Place, Lauder, TD2 6SR, at 13:00 on Friday March 7 March 2025. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During this period of closure customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branch's are provided below for your convenience:

- Stow Post Office, 13 Townfoot, Stow, Galashiels, TD1 2QN
- Langlee Post Office, 8A Marmion Road, Galashiels, TD1 2DE

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 faithfully

Kenny Lamont

**Kenny Lamont
Regional Change 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 Wednesday 4 December 2024

Consultation ended Wednesday 15 January 2025

Consultation responses

- 120 responses from customers and local representatives

Key issues raised

- Access and Internal Space
- Parking

Response to issues raised

Access and Internal Space

We recognise that the Post Office plays an important part in the lives of our customers, particularly to the older and disabled people and we want to make our services as accessible as possible. We are pleased to confirm that before the new Post Office opens, access will be level with a wide door at the entrance to the new premises. The postmaster will carry out works to further improve access into the store.

Internally, the new branch will be built in line with Post Office specifications with a dedicated Post Office area, and making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the postmaster on the internal layout, to ensure optimum use of the space within the store and that access into and inside is kept clear and free of obstacles. 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.

Parking

While we have considered some comments raised about parking in the area surrounding the new premises, it is fair to say that this is a problem faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and we can confirm that customers using their own transport, roadside parking is available directly outside the new premises. We are therefore satisfied that there is adequate car parking in the area surrounding the new branch to meet the needs of customers using the new Post Office.

Appendix B

Lauder Post Office Information Summary

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

| New Location | | | | | | | | | | | | | | | | | |
|--|--------------------|-------------------|--|--------|---------------|---------|---------------|-----------|---------------|----------|---------------|--------|---------------|----------|---------------|--------|---------------|
| Premier, 4 Market Place, Lauder, TD2 6SR | | | | | | | | | | | | | | | | | |
| <table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>08:00 – 18:00</td></tr><tr><td>Tuesday</td><td>08:00 – 18:00</td></tr><tr><td>Wednesday</td><td>08:00 – 18:00</td></tr><tr><td>Thursday</td><td>08:00 – 18:00</td></tr><tr><td>Friday</td><td>08:00 – 18:00</td></tr><tr><td>Saturday</td><td>09:00 – 18:00</td></tr><tr><td>Sunday</td><td>09:00 – 15:00</td></tr></table> | | New opening times | | Monday | 08:00 – 18:00 | Tuesday | 08:00 – 18:00 | Wednesday | 08:00 – 18:00 | Thursday | 08:00 – 18:00 | Friday | 08:00 – 18:00 | Saturday | 09:00 – 18:00 | Sunday | 09:00 – 15:00 |
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| Friday | 08:00 – 18:00 | | | | | | | | | | | | | | | | |
| Saturday | 09:00 – 18:00 | | | | | | | | | | | | | | | | |
| Sunday | 09:00 – 15:00 | | | | | | | | | | | | | | | | |
| Products and Services | | | | | | | | | | | | | | | | | |
| The same range of products and services will continue to be available. | | | | | | | | | | | | | | | | | |
| Serving positions | | | | | | | | | | | | | | | | | |
| There will be one Post Office serving point at the retail counter. | | | | | | | | | | | | | | | | | |
| Access | | | | | | | | | | | | | | | | | |
| The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair. | | | | | | | | | | | | | | | | | |
| Getting there | | | | | | | | | | | | | | | | | |
| The new branch will be located approximately 60 metres away from the previous branch, along mostly level terrain. Roadside parking will be available directly outside the premises. | | | | | | | | | | | | | | | | | |
| Store retail available | Convenience store. | | | | | | | | | | | | | | | | |

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

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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.