



Dear Customer

Lerwick Post Office®
46 Commercial Street, Lerwick, Shetland, ZE1 0EH
Local public consultation decision

I'm writing to confirm that, following a period of local public consultation and review, we have made the decision to proceed with the proposal to move Lerwick Post Office to the nearby Conochies retail store at 74-78 Commercial Street, Lerwick, Shetland, ZE1 0DL where it will be run by our new retail partner. Services for customers will be unchanged and opening hours will be increased to include Sundays.

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 key issues raised in the consultation and our response to each of them 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 new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in Lerwick.

The current branch will close at 17:00 on Wednesday 26 February 2020, with the new branch opening at 09:00 on Thursday 27 February 2020.

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: **002849**.

Posters will now be displayed in branch to let customers know about this decision.

Yours faithfully

Steve Blampied
Head of Directly Managed Branch Network
Post Office Limited

postofficeviews.co.uk
comments@postoffice.co.uk
FREEPOST Your Comments

Appendix A – Response to Local Public Consultation

Consultation started 11 September 2019

Consultation ended 23 October 2019

Consultation responses

- 430 responses from customers and local representatives

Customer forum event

Held on 15 October 2019 attended by approximately 30 members of the public.

Key issues raised

- **Getting to the new location**
- **Access**
- **Customer service**
- **The current building**
- **Staffing**

Response to issues raised

Getting to the new location

The new branch will be situated further along Commercial Street approximately 140 metres from the current branch, along varied terrain. For customers using their own transport to access the branch, there is a pay and display car park at Victoria Pier with 60 spaces and 3 designated disabled bays approximately 170 metres away. When the Pier Car Park is closed there is alternative parking available at Church Road, approximately 250 metres, and Hill Lane, approximately 215 metres from the new location.

Whilst we acknowledge that parking directly outside the new branch is not possible due to the width of the street being typical of the local area, all customers can drop off outside the branch up until 11:30 Monday to Saturday, as well as Sundays, and blue badge holders at any time.

Access

The new premises will undergo a complete internal refurbishment to provide a newly built dedicated Post Office area located on the ground floor at the front of the store to the left hand side. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. Access into the store and to the Post Office area will be level with an automated door installed at the entrance to the premises. Externally the store front will include Post Office signage and an opening hours board.

There will be directional signage from the entrance door through to the new Post Office area. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance, the entrance area and shopping aisles will be kept free of obstructions. The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided.

We recognise that some customers, particularly wheelchair users and those with limited mobility, would like additional reassurance about how easy it will be for them to move around the Conochies store and get to the new Post Office area. Therefore, before the move, we'll also be contacting local disability groups to take them through the layout of the new branch.

Customer service

There will be three counter serving positions which has been based on current and forecast future business levels; one open plan position, one traditional floor to ceiling screened position which will also provide travel money services and a Post Office serving point at the retail counter. We will continue to monitor service demand in the Lerwick area, along with customer usage at the new branch following the move and will work with our new retail partner to make sure service standards are maintained.

The current building

The current building is owned by Post Office Ltd on a leasehold basis. Following our exit we will be looking to sell the property or lease it for an alternative use.

Staffing

Any person employed to work in Lerwick Post Office will be trained to the highest Post Office standards and, just as with branches we run ourselves, the branch staff will receive on-going training on products and services, as well as general operational and service related matters. Post Office Area Managers will work with our new retail partner and the branch team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of the team working at the current branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Appendix B

| Lerwick Post Office information sheet | | | | | | | | | | | | | | | |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|--------|
| Address | Conochies 74-78 Commercial Street Lerwick Shetland ZE1 0DL | | | | | | | | | | | | | | |
| Opening hours | <table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table> | Mon | 09:00 – 17:30 | Tue | 09:00 – 17:30 | Wed | 09:00 – 17:30 | Thu | 09:00 – 17:30 | Fri | 09:00 – 17:30 | Sat | 09:00 – 17:30 | Sun | Closed |
| Mon | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Tue | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Wed | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Thu | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Fri | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Sat | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Sun | Closed | | | | | | | | | | | | | | |
| New Opening times of Post Office service at retail counter | <table border="1"> <tr><td>Mon - Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>12:00 – 17:00</td></tr> </table> | Mon - Sat | 09:00 – 17:30 | Sun | 12:00 – 17:00 | | | | | | | | | | |
| Mon - Sat | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Sun | 12:00 – 17:00 | | | | | | | | | | | | | | |
| Products & Services | The same wide range of services will still be available at the branch. | | | | | | | | | | | | | | |
| Serving positions | There will be three serving positions in total; one screened, one open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels. | | | | | | | | | | | | | | |
| Access & facilities | <p>Access will be level with an automatic door at the entrance. Low level serving counters, a low level writing desk and hearing loops will be available.</p> <p style="text-align: center;">Parking</p> <p>There is a pay and display car park at Victoria Pier with 60 spaces and 3 designated disabled bays approximately 170 metres. When the Pier Car Park is closed there is alternative parking available at Church Road, approximately 250 metres and Hill Lane, approximately 215 metres.</p> <p style="text-align: center;">Buses</p> <p>Public transport available to and from the surrounding areas. The nearest bus stop is on the Esplanade approximately 175 metres away.</p> | | | | | | | | | | | | | | |
| Route | Approximately 140 metres away from the current branch, along varied terrain. | | | | | | | | | | | | | | |
| Retail | Newsagents, stationers and Thornton's store | | | | | | | | | | | | | | |
| Date of move | Thursday 27 February 2020 | | | | | | | | | | | | | | |

To get this information in a different format, for example, in larger print, audio or braille please call 03457 223344 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 closure¹/ 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 representatives², the Consumer Advocacy Bodies and selected charities³, 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 branch⁴
- 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-week⁵ 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

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

² 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.

³ 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.

⁴ 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.

⁵ 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.