

Dear Customer

## **Local public consultation – Decision**

**Nairn Post Office  
Cawdor Street, Nairn, IV12 4QD**

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 Strachans Newsagents, 18 High Street, Nairn, IV12 4BJ, where it will be operated by a new postmaster.

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 on Monday 11 August 2025 at 17:00, with the new branch opening, at Strachans Newsagents, 18 High Street, on Tuesday 12 August 2025 at 14:00, 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 branch's are provided below for your convenience:

- Lochdhu Post Office, Moss Side Road, Nairn, IV12 5NQ
- Forres Post Office, 172 High Street, Forres, Morayshire, IV36 1QQ

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://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](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://postofficeviews.co.uk)

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**To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 0345722 33 55.**

## **Appendix A**

### **Response to Local Public Consultation**

**Consultation started** Thursday 8 May 2025

**Consultation ended** Thursday 19 June 2025

#### **Consultation responses**

- 170 responses from customers

#### **Key issues raised**

- Distance
- Access and Internal Space
- Parking
- Staff

#### **Response to issues raised**

##### **Distance**

The new premises is located approximately 130 metres from the current branch. 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. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current branch.

##### **Access and Internal Space**

Access at the new location is level. 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 alongside the retail offer. We will be working closely with the new postmaster 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.

##### **Parking**

Parking and the availability of parking spaces are problems 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 has confirmed that time restricted roadside parking is available nearby 50 metres away.

##### **Staff**

The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

## Appendix B

### Nairn 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](http://www.postoffice.co.uk/branch-finder)

| New Location  |               |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |
|---|---------------|-------------------|--|--------|---------------|---------|---------------|-----------|---------------|----------|---------------|--------|---------------|----------|---------------|--------|--------|
| Strachans Newsagents, 18 High Street,<br>Nairn, IV12 4BJ  |               |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |
| <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 – 13:00</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 – 13:00 | Sunday | Closed |
| 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 – 13:00 |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |
| Sunday  | Closed        |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |
| Services available  |               |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |
| A similar range of products and services will still be available, however excluding Travel Insurance on-Demand.   |               |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |
| Serving positions   |               |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |
| There will be two serving positions at the retail counter.  |               |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |
| Access  |               |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |
| The new premises will have a wide door and level access at the entrance.<br>Internally, there will be a hearing loop and space for a wheelchair.  |               |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |
| Getting there   |               |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |
| The new premises will be located approximately 130 metres away from the previous branch, along mostly level terrain.<br><br>Time restricted roadside parking is available nearby.   |               |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |
| Store retail available  | Newsagents.   |                   |  |        |               |         |               |           |               |          |               |        |               |          |               |        |        |

## Services

| Services available                                   | New Branch |
|--|------------|
| <u>Cash Withdrawals</u>                              | ✓          |
| <u>Cash Deposits</u>                                 | ✓          |
| <u>Cheque Deposits</u>                               | ✓          |
| <b><u>Mails</u></b>                                  |            |
| <u>Drop &amp; Go</u>                                 | ✓          |
| <u>Parcelforce Express Services</u>                  | ✓          |
| <u>DPD - Buy in branch</u>                           | ✓          |
| <b><u>Pay Bills &amp; Top Up</u></b>                 |            |
| <u>Pay Bills and Top up</u>                          | ✓          |
| <b><u>Passport Applications</u></b>                  |            |
| <u>Paper Check &amp; Send - New &amp; Renewals</u>   | ✓          |
| <u>Digital Check &amp; Send - New &amp; Renewals</u> | ✓          |
| <b><u>Licence Applications</u></b>                   |            |
| <u>SIA Licence Application</u>                       | ✓          |
| <b><u>Identity Services</u></b>                      |            |
| <u>Document Certification Service</u>                | ✓          |
| <u>In Branch Verification</u>                        | ✓          |
| <b><u>Driving</u></b>                                |            |
| <u>DVLA Photocard Renewal</u>                        | ✓          |
| <u>Vehicle Tax</u>                                   | ✓          |
| <b><u>Travel</u></b>                                 |            |
| <u>Foreign Currency</u>                              | ✓          |
| <u>Travel Money Card</u>                             | ✓          |
| <b><u>Your Finances</u></b>                          |            |
| <u>Western Union</u>                                 | ✓          |
| <u>Savings Account ID Verification (free)</u>        | ✓          |

Services not available at the new branch are  
available at

**Lochdhu Post Office:** Moss Side Road, Nairn, IV12 5NQ  
 Open hours:  
 Mon - Fri 09:00 - 13:00 -14:15 - 17:30  
 Sat - 09:00 - 12:30  
 Sun - Closed

## **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](https://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 branch<sup>5</sup>
- 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-week<sup>6</sup> 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](mailto:Comments@postoffice.co.uk)**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>5</sup> 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.

<sup>6</sup> 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.