



Dear Customer

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

**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 move of the above Post Office into McColls Retail Group at 39 High Street, Nairn, IV12 4AG, 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.

Due to operational reasons the current Post Office branch did not close on Thursday 3 October 2019 at 17:30 and the new service did not open on Friday 4 October 2019, as previously advised and please accept our apologies regarding this.

The current branch will now close at 17:30 on Thursday 23 January 2020, with the new branch opening, at McColls Retail Group, 39 High Street, at 13:00 on Friday 24 January 2020. If there are any unforeseen schedule changes 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:

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

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](http://postofficeviews.co.uk)

We're carrying out this notification in line with our Principles of Community Engagement.

A copy is available at the end of this letter.

Yours faithfully

*Adam Williams*

**Adam Williams**  
**Multiples Account Executive**

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

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

FREEPOST Your Comments

**To get this information in a different format, for example, in larger print, audio or braille call 03457 22 33 44 or Textphone 03457 22 33 55.**

## **Appendix A**

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

**Consultation started** 2 August 2019

**Consultation ended** 13 September 2019

#### **Consultation responses**

- 220 responses from customers and local representatives

#### **Meetings**

Representatives from the Post Office and McColls Retail Group met with the community on Tuesday 1 October 2019

Post Office representatives met Nairn Access Panel on Tuesday 1 October 2019

#### **Key issues raised**

- Route, Location, Distance and Parking
- Access and Counters
- Privacy

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

##### **Route, Location, Distance and Parking**

With any relocation it is inevitable that whilst some customers will have an easier journey, regrettably others will have further to travel. We believe this relocation is most effective way to secure the long term viability of Post Office services in Nairn. The new branch will be located approximately 200 metres away from the current branch, along level terrain. Whilst there isn't a direct bus service from the current location to the new, public transport is available to and from the surrounding areas, with Nairn bus station being nearer to the new premises approximately 140 metres away.

We are sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. I can confirm there is a designated marked disabled bay outside the proposed premises with time restricted parking bays. Further time restricted roadside parking is available nearby. Parking is also available at the Central and Falconers Lane Car Park situated behind the High Street. The extended opening times will allow customers to visit at quieter times which may also help ease any potential traffic congestion issues. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

##### **Premises**

Some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. In making the decision following public consultation we have had to balance the comments and concerns raised against the need to ensure a commercially viable and sustainable service into the future. Like many high street retailers, we've had to develop our ways of working so that we can maintain Post Office services for our customers. The move of the branch into a new retail environment and operating as one of our new style local models will help secure the long term future of Post Office services in the local area.

## **Access and Counters**

We want to make our services as accessible as possible. Our new operator fully understands they are responsible for making sure that their premises meet with all relevant legislation and the new branch will be built in line with Post Office specifications. We will work closely with the retail partner to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. Internally, there would be a hearing loop and space for a wheelchair.

I am also pleased to confirm that our new operator is refurbishing their premises and as part of the improvements will be completing works to feather the step at the entrance and upgrade the existing door to automatic, making access easier for wheelchair users and less abled customers.

The new local style Post Office will operate from two Post Office serving points, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Post Office customers will also benefit from longer opening hours provided at the retail counter. This also means that some customers won't have to join the main Post Office queue, helping to reduce waiting times at the main counter. Also staffing levels are aligned to meet customer demand particularly at peak times.

## **Privacy**

Our retail partner and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training includes guidance on respecting customer confidentiality and safeguarding privacy. They have also completed compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

We will also be working with the multiple partner to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

## Appendix B

| <b>Nairn Post Office information sheet</b> |   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
|--|---|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|--------|
| <b>Address</b>                             | McColls Retail Group<br>39 High Street<br>Nairn<br>IV12 4AG   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Opening hours</b>                       | <table border="1"> <tr> <td>Mon</td> <td>06:00 – 18:00</td> </tr> <tr> <td>Tue</td> <td>06:00 – 18:00</td> </tr> <tr> <td>Wed</td> <td>00:00 – 18:30</td> </tr> <tr> <td>Thu</td> <td>06:00 – 18:00</td> </tr> <tr> <td>Fri</td> <td>06:00 – 18:00</td> </tr> <tr> <td>Sat</td> <td>06:00 – 18:30</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>   | Mon | 06:00 – 18:00 | Tue | 06:00 – 18:00 | Wed | 00:00 – 18:30 | Thu | 06:00 – 18:00 | Fri | 06:00 – 18:00 | Sat | 06:00 – 18:30 | Sun | Closed |
| Mon  | 06:00 – 18:00   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| Tue  | 06:00 – 18:00   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| Wed  | 00:00 – 18:30   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| Thu  | 06:00 – 18:00   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| Fri  | 06:00 – 18:00   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| Sat  | 06:00 – 18:30   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| Sun  | Closed  |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Distance</b>                            | Within 200 metres away from the current branch, along level terrain.  |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Products &amp; Services</b>             | A wide range of products and services will be available.  |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Serving positions</b>                   | There will be two Post Office serving points provided for use at the retail counter and available during shop opening hours.  |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Accessibility</b>                       | <p><b>Access and facilities</b><br/>                     Currently there is a step and a wide door at the entrance to the proposed premises.</p> <p>The new agent will be completing works to feather the step at the entrance to make access easier for wheelchair users and install a wide automatic door. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b><br/>                     There is a designated marked disabled bay outside the proposed premises with time restricted parking bays. Further time restricted roadside parking is available nearby.</p> |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Retail</b>                              | Convenience store   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Date of move</b>                        | 13:00 on Friday 24 January 2020   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |

**Nairn Post Office® services available**

**For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

|   | <b>New branch</b>  |
|---|--|
| <b>Mail</b>   |  |
| First & Second Class mail   | ✓  |
| Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)  | ✓  |
| Special stamps (Christmas issue only) & postage labels  | ✓  |
| Signed For  | ✓  |
| Special Delivery  | ✓  |
| Home shopping returns   | ✓  |
| Inland small, medium & large parcels  | ✓  |
| Express & contract parcels  | ✓  |
| British Forces Mail (BFPO)  | ✓  |
| International letters & postcards (Tracked and Signed)  | ✓  |
| International parcels up to 2kg & printed papers up to 5kg  | ✓  |
| Parcelforce Worldwide International parcels   | ✓  |
| Articles for the blind (inland & international)   | ✓  |
| Royal Mail redirection service  | ✓  |
| Local Collect   | ✓  |
| Drop & Go   | ✓  |
| <b>Withdrawals, deposits and payments</b>   |  |
| Post Office Card Account  | ✓  |
| All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual). | ✓  |
| Postal orders   | ✓  |
| Moneygram   | ✓  |
| Change giving   | ✓  |
| <b>Bill payments</b>  |  |
| Bill payments (card, barcoded or manual)  | ✓  |
| Key recharging  | ✓  |
| <b>Driving</b>  |  |
| Car tax   | ✓  |
| <b>Travel</b>   |  |
| Pre-order travel money  | ✓  |
| On demand travel money  | <b>Euros</b>   |
| Travel insurance referral   | ✓  |
| Passport Check & Send   | x  |
| <b>Mobile Top-ups &amp; E vouchers</b>  |  |
| Mobile Top-ups & E vouchers   | ✓  |
| National Lottery Terminal   | ✓  |
| <b>Payment by cheque</b>  |  |
| Products marked x are available at <b>Forres</b> Post Office, 172 High Street, Forres, IV36 1QQ   | Opening times:<br>Mon – Fri 08:00 – 18:00<br>Sat 08:00 – 17:00   |
| and<br>Other products are available at <b>Lochdhu</b> Post Office, Moss Side Road, Nairn, IV12 5NQ                                      | Opening times:<br>Mon, Tue, Thu & Fri 09:00 – 13:00<br>14:00 – 17:30<br>Wed 09:00 – 13:00<br>Sat 09:00 – 12:30 |

## **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 closure<sup>1</sup>/ 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 representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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 branch<sup>4</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>5</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, 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: 03457 22 33 44**  
**Textphone: 03457 22 33 55**

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

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</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>5</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.