



Dear Customer,

## **Local public consultation – Decision**

**Rutherglen Post Office  
217 Main Street, Rutherglen, G73 2HH**

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 211-213 Main Street (formerly Superbuys), Rutherglen, G73 2HL.

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 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 summary 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 Saturday 27 January 2024 at 16:00, with the new branch opening, at 211-213 Main Street (formerly Superbuys), Rutherglen, G73 2HL, on Monday 29 January 2024 at 13:00. If there are any unforeseen circumstances 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:

- Burnside Post Office, 242 Stonelaw Road, Glasgow, Strathclyde, G73 3SA
- Bridgeton Post Office, 197-201 Main Street, Bridgeton, Glasgow, Strathclyde, G40 1QH

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.

Your faithfully

*David Duff*

**David Duff  
Network Provision Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](https://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** Thursday 09 November 2023

**Consultation ended** Thursday 21 December 2023

#### **Consultation responses**

- 34 responses from customers
- Petition

#### **Key issues raised**

- Reason for the Change
- Access
- Internal Space and Queuing
- Staff

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

##### **Reason for the Change**

Our overriding aim is always to maintain sustainable access to Post Office services for the benefit of all our customers. As this branch has been operated on our behalf by a temporary postmaster, our priority is to safeguard our services in the locality in the longer term. The relocation of Rutherglen Post Office will help to secure continued access to Post Office services locally in the local community.

##### **Access**

Currently, there is a step at the entrance to the new premises. We previously advised that the new operator would provide a portable ramp to help customers with mobility issues get into the store. However, we have discussed the Consultation feedback with the new operator and we are pleased to advise they will now be providing a permanent ramp with handrail and a bell if further assistance is required. Additionally, an automatic door will be installed at the entrance to further improve customer access into the premises.

##### **Internal Space and Queuing**

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 operator 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.

##### **Staff**

Our new operator is keen to provide a high standard of service to customers. 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. 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

### Rutherglen Post Office Information Summary

211-213 Main Street  
(Formerly Superbuys)  
Rutherglen  
G73 2HL

#### Screened & Open Plan Counters

Mon - Fri	09:00 - 17:00
Sat	09:00 - 16:00
Sun	Closed

#### Retail Counter

(offering selected services)

Mon – Sat	08:30 - 09:00
Sun	Closed

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)

#### Products & Services

A similar range of products and services will still be available.

#### 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.

#### Access

The new premises will have a wide door and a step at the entrance, however the new operator will be providing a permanent ramp with handrail and a bell if further assistance is required at the entrance. Additionally, an automatic door will be installed at the entrance to further improve customer access into the premises.

Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.

#### Getting there

The new premises will be located next door to the previous branch.

No change to the existing parking available -- time restricted roadside parking will be available on Kings Street with dedicated disabled parking. Parking will also be available at Regent Drive Pay & Display car park with dedicated disabled parking bays, which is located within 290 metres.

#### Retail

Hardware store.

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## **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>1</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>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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 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, Consumer 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](https://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>1</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>2</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.

<sup>3</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>4</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 3 and 4 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.