



Dear Customer

**St Boswells Post Office®
Main Street, St Boswells, Melrose, TD6 0AA**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to McColls Retail Group, Main Street, St Boswells, Melrose, TD6 0AT, where it will operate as one of our new local style Post Office branches.

We have received 29 individual responses from customers during the local public consultation period. The main feedback commented about the route and distance to the proposed new location as well as access, availability of space and privacy in the proposed store. Other feedback commented about the incline from the current site and parking difficulties. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

I appreciate that the proposed location is approximately 135 metres from the current site along an incline and that for some of our customers this will mean a slightly difficult journey. In situations such as this there will always be some customers who are more inconvenienced than others, for which I apologise. There will be other customers for whom the new location may be slightly closer and more convenient to access than at present.

Local community transport scheme Borders Community Transport Hub operates in the local area and may provide an option for some customers with limited mobility difficulties, wishing to access Post Office services. Further details, including how to register, are available by telephone on 0300 456 1985 and at onlineborders.org.uk. Details of the scheme will be displayed on the notice board at the new branch.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is roadside parking, with a designated marked disabled bay, approximately 50 metres from the new premises. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

We know that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers, and we want to make our services as accessible as we possibly can. I am pleased to confirm that before the new Post Office opens, the new operator will carry out works to remove the small step at the entrance to provide a slight slope along with repairs to the automatic door.

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 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 area, 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.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will be working with the new operator 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.

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.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Customers will still be able to transact manual banking, Transcash, and Royal Mail, Parcelforce International Services and cheques will continue to be accepted as a method of payment.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 13:00 on Monday 22 January 2018, with the new branch opening, at McColls Retail Group, Main Street, at 13:00 on Monday 22 January 2018. 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 an alternative Post Office branch are provided below for your convenience:

- Galashiels Post Office, WHSmiths, 29-33 Channel Street, Galashiels, TD1 1BJ

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: 118830.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.




Thank you for considering our proposal.


Yours sincerely



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55

 FREEPOST Your Comments
**Please note this is the full address to use
and no further address details are required.**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

St Boswells Post Office information sheet															
Address	McColls Retail Group Main Street St Boswells Melrose TD6 0AT														
Opening hours	<table><tr><td>Mon</td><td>07:00 – 22:00</td></tr><tr><td>Tue</td><td>07:00 – 22:00</td></tr><tr><td>Wed</td><td>07:00 – 22:00</td></tr><tr><td>Thu</td><td>07:00 – 22:00</td></tr><tr><td>Fri</td><td>07:00 – 22:00</td></tr><tr><td>Sat</td><td>07:00 – 22:00</td></tr><tr><td>Sun</td><td>07:00 – 22:00</td></tr></table>	Mon	07:00 – 22:00	Tue	07:00 – 22:00	Wed	07:00 – 22:00	Thu	07:00 – 22:00	Fri	07:00 – 22:00	Sat	07:00 – 22:00	Sun	07:00 – 22:00
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Distance	135 metres from the current branch, along an incline.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities As the entrance to the proposed premises is on an incline, there will be a slight gradient slope and a wide automatic door. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking, with a marked disabled bay, is available within approximately 50 metres of the proposed premises.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Monday 22 January 2018														

St Boswells Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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 (inc. signed for & Airsure)	✓
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	✓
Withdrawals, deposits and payments	
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	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Driving	
Car tax	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	✓
Products marked x are available at Galashiels Post Office, WHSmiths, 29-33 Channel Street, Galashiels, TD1 1BJ	
Opening times: Mon – Sat 09:00 – 17:30 Sun 12:00 – 16:00	