



Dear Customer

**Local public consultation – Decision**

**Stonehaven Outreach Service**  
**Previously Located at: M and Co, 76 Allardice Street, Stonehaven, AB39 2AA**

We have completed the local public consultation regarding the recent relocation of this service. The previous branch closed on Friday 14 April 2023 and the new branch opened at D E Shoes, 17-21 Evan Street, Stonehaven, AB39 2EQ on Thursday 20 April 2023.

After careful consideration, we remain confident that the layout and location of the new branch is continuing to meet customer needs and deliver an excellent service, whilst we continue to seek a long-term solution for the Post Office in Stonehaven.

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**  
**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 Wednesday 24 May 2023**

**Consultation ended Wednesday 5 July 2023**

#### **Consultation responses**

- 17 responses from customers and local representatives

#### **Key issues raised.**

- Access and internal space
- Parking

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

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

Access at the new location is level at the entrance.

Internally the new service is in line with Post Office specifications, we have ensured there is sufficient space for the Post Office service to operate alongside the retail offer. We worked closely with the new operator on the internal layout and some fixtures and fittings were 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 roadside parking is available outside D E Shoes premises and along Evan Street

## Appendix B

### Stonehaven Post Office Summary Sheet

D E Shoes, 17-21 Evan Street, Stonehaven, AB39 2EQ

#### Opening hours

|           |               |
|-----------|---------------|
| Thu & Fri | 10:00 - 13:00 |
|-----------|---------------|

**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

The same range of products and services are available.

#### Serving positions

There is a Post Office serving point located in a dedicated area within the D E Shoes premises.

#### Access

The D E Shoes premises has level access with a wide door at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

#### Getting there

The new Outreach Post Office service is located approximately 260 metres away from the previous Post Office service, along varied terrain.

Roadside parking is available outside D E Shoes premises and along Evan Street.

#### Retail

Shoe Retail 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**  
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<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.