



Dear Customer

Local public consultation – Decision

**Stornoway Post Office
16 Francis Street, Stornoway, HS1 2AD**

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 Co-op Food retail store at 8 Macaulay Road, Stornoway, HS1 2HU, 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.

We're currently making the final arrangements for the move and further information will be provided in branch once the dates have been agreed.

This information is also available on the Post Office Consultation Hub at: 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

Martin Edwards

**Martin Edwards
Transformation Delivery Director
Post Office Limited**

comments@postoffice.co.uk

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 23 April 2026

Consultation ended Thursday 04 June 2026

Consultation responses

- 104 responses from customers and local representatives

Key issues raised

- Distance to the new location
- Staffing
- Access inside the new premises
- Rationale for the Change

Response to issues raised

Distance to the new location

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. We do recognise that for some customers the new location may be more challenging to get to. Whilst public transport routes are matters for the relevant local authorities, we will explore the possibility of advertising the opportunity to run a local Post Office branch in the vicinity of the current branch.

Staffing

We know our customers value excellent customer service at the Post Office. The new operator is looking forward to welcoming Post Office customers and their staff will be fully trained in Post Office transactions and excellent customer service. Their training will also include guidance on respecting customer confidentiality, safeguarding privacy and compliance training for a number of areas, including Data Protection, Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched.

Access inside the new premises

Externally the store front will include Post Office signage and an opening hours board and access into the store will be level with wide automatic doors at the entrance to the premises. The branch will operate from the new Post Office area within a dedicated area at the rear left-hand side of the store. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

There will be directional signage from the entrance door through to the new Post Office area. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance, the entrance area and shopping aisles will be kept free of obstructions. The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters and PIN pads. There will be specific space for people to queue for service.

Rationale for the Change

We fully recognise how vital customer access is to Post Office services, especially in a rural community. In working with a franchise partner, it is also important that any service is sustainable for the person operating it. The Co-op at 8 Macaulay Road, Stornoway is the largest store in the Co-op Group's estate and a vital retail hub for the Western Isles. We are confident that the move of Stornoway Post Office branch will deliver longer-term service provision to the local area.

Appendix B

Stornoway Post Office Information Summary

There are times our branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

New Location	
Co-op Food retail store: 8 Macaulay Road, Stornoway, HS1 2HU,	
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 – 12:30
Sunday	Closed
Products and Services	
The same range of services will still be available.	
Serving positions	
There will be two open plan serving positions. The total number of serving positions has been based on future predicted business levels.	
Access	
Access will be level with automatic doors at the entrance to the new premises. Directional signage will be provided from the entrance door through to the new Post Office area which would be within a dedicated area at the rear left-hand side of the store. Low-level serving counters, a low-level writing desk and low-level pin pads will be available.	
Getting there	
The new premises will be located approximately 0.7 miles away from the current branch, along varied terrain. There is a customer car park at the proposed Co-op location with dedicated disabled parking bays and Parent & Child parking available. There are a number of limited bus services operating between the current branch and the new premises. The nearest bus stop is approximately 200 metres away from the new premises.	
Store retail available	Supermarket

The latest available branch information, including possible alternatives Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the branch operator.

Services available	New Branch
<u>Cash Withdrawals</u>	✓
<u>Cash Deposits</u>	✓
<u>Cheque Deposits</u>	✓
<u>Mails</u>	
<u>Drop & Go</u>	✓
<u>Parcelforce Express 48 Large</u>	✓
<u>Pay Bills & Top Up</u>	
<u>Pay Bills and Top up</u>	✓
<u>Passport Applications</u>	
<u>Paper Check & Send - New & Renewals</u>	✓
<u>Digital Check & Send - New & Renewals</u>	✓
<u>Licence Applications</u>	
<u>SIA Licence Application</u>	✓
<u>Identity Services</u>	
<u>Document Certification Service</u>	✓
<u>In Branch Verification</u>	✓
<u>Driving</u>	
<u>DVLA Photocard Renewal</u>	✓
<u>Vehicle Tax</u>	✓
<u>Travel</u>	
<u>Foreign Currency</u>	✓
<u>Travel Insurance</u>	✓
<u>Travel Money Card</u>	✓
<u>Your Finances</u>	
<u>Western Union</u>	✓
<u>Savings application forms</u>	✓
<u>Savings Account ID Verification (free)</u>	✓

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

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 branch⁵
- 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-week⁶ 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

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⁵ 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.

⁶ 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.