



Dear Customer,

Local public consultation - Have your say

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

Following Post Office Limited's announcement of its decision to move to a fully franchised network last year, Universal Office Equipment UK LTD (UOE) have been operating Stornoway Post Office since November 2025. I'm writing to let you know that we are now proposing to move Stornoway Post Office to the nearby Co-op Food retail store at 8 Macaulay Road, Stornoway, HS1 2HU, where it would be run by our new retail partner. Services for customers would remain unchanged.

Why are we making this change?

Over recent months we have been reviewing commercially sustainable opportunities that would better serve the local community. The Co-op at 8 Macaulay Road, Stornoway is the largest store in the Co-op Group's estate, covering approximately 22,000 square foot and supporting approaching 100 local jobs, making it a vital retail hub for the Western Isles. Co-op is proud to serve its Island communities and develop added services to enhance the customer experience. The store operates at the heart of community life, delivering convenience, choice, and value to residents and visitors alike and we are confident that the proposed move of Stornoway Post Office branch will deliver longer-term service provision to the local area.

We'd like your help

We're now starting a period of local public consultation, and your feedback is important to us as it will help to inform our decision. For more details on the proposed new services and layout, please see the branch information sheet at the end of this letter.

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- **How easy is it to get to the proposed new location?**
- **Are the new premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the proposed move?**
- **If the move were to proceed is there anything we could do to make it easier for customers?**

Please note the proposed change of management of the branch is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	Thursday 23 April 2026
Local Public Consultation ends	Thursday 04 June 2026
Proposed month of closure	July 2026

Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views. You can share your views on the proposed change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **003869**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**Want to tell us what you think right here and now?
Scan here.**

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



Good to know

- Co-op is proud to serve the Island community. Following a recent multimillion pound investment and major refurbishment, the store now features an expanded and modernised environment, with a host of added services to create a community hub and, to enhance the range of services available locally. Directional signage would 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.
- Internally the new branch would 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 would work closely with Co-op on the internal layout and some fixtures and fittings may 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.
- We would work together to ensure all colleagues employed by Co-op to work in the proposed new Post Office branch would be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- We have stringent standards to ensure good access for all customers and our plans for the proposed new branch include low-level counters and PIN pads.
- Posters and leaflets will now be displayed in branch and at the proposed location to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer advocacy bodies. An extract relating to consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand the changes we are proposing to Stornoway Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Yours faithfully

Martin Edwards

Martin Edwards
Transformation Delivery Director
Post Office Limited

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

Current Location	Proposed New Location																																
16 Francis Street, Stornoway, HS1 2AD	Co-op Food, 8 Macaulay Road Stornoway, HS1 2HU																																
<table border="1"><thead><tr><th colspan="2">Current opening times</th></tr></thead><tbody><tr><td>Monday</td><td>09:00 – 17:30</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 17:30</td></tr><tr><td>Thursday</td><td>09:00 – 17:30</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 12:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></tbody></table>	Current 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	<table border="1"><thead><tr><th colspan="2">Proposed opening times</th></tr></thead><tbody><tr><td>Monday</td><td>09:00 – 17:30</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 17:30</td></tr><tr><td>Thursday</td><td>09:00 – 17:30</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 12:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></tbody></table>	Proposed 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
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Services available																																	
The same range of services would still be available.																																	
Serving positions																																	
There would be two open plan serving positions. The total number of serving positions has been based on future predicted business levels.																																	
Access																																	
Access would be level with automatic doors at the entrance to the proposed premises. Directional signage would 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 would be available.																																	
Getting there																																	
The proposed premises would 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 proposed premises. The nearest bus stop is approximately 200 metres away from the proposed premises.																																	
Store retail available	Supermarket.																																

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.

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

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

Comments@postoffice.co.uk

FREEPOST Your Comments

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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.