



Dear Customer,

## **Local public consultation – Decision**

**Strathaven Post Office  
5-7 Green Street, Strathaven, ML10 6LT**

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 Gulf Petrol Station, 27 Hamilton Road, Strathaven, ML10 6JA.

During the consultation period, we received a high number of responses from customers and local stakeholder. Additionally, circumstances changed locally when the current temporary postmaster resigned and the branch that had been serving the town closed on Friday 02 December 2022 leaving Strathaven without a Post Office service.

In view of the high level of feedback and concerns raised about the proposal to move the branch, we engaged extensively with local stakeholders, including local MP Dr Lisa Cameron and MSP Màiri McAllan, and also provided them with an extended period of time to provide a viable alternative option that we could consider. It has now been several months since loss of Post Office services locally and we have not received an alternative option to consider, or expressions of interest from any of the other retailers in the town to operate a service. Therefore, after extensive review of all the feedback received and in order to restore a Post Office service in Strathaven, we have made the decision to proceed with the move of the above Post Office into Gulf Petrol Station.

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 including the closure of the current branch, 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 previous branch closed on Friday 02 December 2022, with the new branch opening, at Gulf Petrol Station, on Wednesday 05 April 2023 at 13:00. If there are any unforeseen circumstances which mean these dates change, posters will be displayed 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:

- Stonehouse Post Office, 42 King Street, Larkhall, Stonehouse, ML9 3EF
- Low Waters Post Office, Unit 2 1 Birkhall Road, Hamilton, ML3 8BG

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

*Kenny Lamont*

**Kenny Lamont  
Network Provision Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto: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** 01 November 2022

**Consultation ended** 13 December 2022

### Consultation responses

- 1103 responses from customers and local representatives.

### Meetings

Post Office representatives met with MP Dr Lisa Cameron and local representatives on Friday 25 November 2022 and Tuesday 31 January 2023. A meeting was held with MSP Màiri McAllan and local representatives on Friday 25 November 2022.

### Key issues raised

- Distance and Location
- Parking
- Access, Internal Space and Queuing
- Privacy

### Response to issues raised

#### Distance and Location

The new premises are located approximately 900 metres from the previous site. We acknowledge that this will regrettably mean a longer or less convenient journey for some customers. However, it's important to stress that in this instance we have had to balance these factors against our overriding need to re-establish a service in Strathaven. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the previous site. For those using public transport, there are local buses serving the surrounding area, with the nearest bus stop located on Glassford Street, approximately 175 metres away from the new premises.

#### Parking

Parking and peak time traffic congestion 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 forecourt parking will be available at the new premises for up to 8 cars with marked parking bays. One of the parking bays will be a designated disabled parking bay. There is also roadside parking is available along Hamilton Road. Additionally, customers will benefit from the extended opening hours provided by the new operator, giving customers greater flexibility as to when they use the branch and allowing them to choose to visit at a quieter time.

#### Access, Internal Space and Queuing

The new operator will carry out work to create a marked pedestrian walkway across the petrol station forecourt to provide safe access to the entrance of the new premises. Access at the new location will have a wide door and level access at the entrance, via a ramp with a handrail or steps.

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, 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.

### **Privacy**

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 also be working closely with the operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

## Appendix B

### Strathaven Post Office Information Summary

Gulf Petrol Station  
27 Hamilton Road  
Strathaven  
ML10 6JA

#### New opening hours

Mon - Fri	08:00 - 17:00
Sat	10:00 - 15:00
Sun	Closed

During the Coronavirus pandemic the branch 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 a Post Office serving point at the retail counter.

#### Access

The new premises will have a wide door and level access at the entrance via a ramp with a handrail or steps.

Internally, there will be a hearing loop and space for a wheelchair.

#### Getting there

The new premises will be located approximately 900 metres away from the previous branch, along varied terrain.

Forecourt parking will be available at the new premises for up to 8 cars with marked parking bays. One of the parking bays will be a designated disabled parking bay. There is also roadside parking available along Hamilton Road.

The new operator will carry out work to create a marked pedestrian walkway across the petrol station forecourt to provide safe access to the entrance of the new premises.

There are local buses serving the surrounding area, with the nearest bus stop located on Glassford Street, approximately 175 metres away from the new premises.

#### Retail

Petrol Station & Convenience Store.

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<b>Strathaven Post Office services available</b>	
<b>For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.</b>	
	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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. Tracked & Signed)	✓
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	✓
<b>Withdrawals, deposits and payments</b>	
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 (card, barcoded or manual)	✓
Key recharging	✓
<b>Driving</b>	
Vehicle tax	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros &amp; Dollars</b>
Travel insurance referral	✓
On demand travel insurance	✘
Passport Check & Send	✘
<b>Payment by cheque</b>	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	
Products marked ✘ are available at <b>Low Waters</b> Post Office, Unit 2, 1 Birkhall Road, Hamilton, ML3 8BG	

## **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, Citizens Advice 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, Citizens Advice 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**  
**Call: 03452 66 01 15**

**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.