



Dear Customer

Local public consultation – Decision

**Wishaw Post Office
194-204 Main Street, Wishaw, ML2 7LU**

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 Celebrations, 62 Main Street, Wishaw, ML2 7LU, where it will continue to operate as one of our main style branches.

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.

The current temporary branch will close at 13:00 on Friday 27 March 2026, with the new branch opening, at Celebrations, 62 Main Street, also at 13:00 on Friday 27 March 2026 with no break in service. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

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

Kenny Lamont

**Name Kenny Lamont
Regional Change Manager
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 Tuesday 13 January 2026

Consultation ended Tuesday 24 February 2026

Consultation responses

- 127 responses from customers

Key issues raised

- Distance
- Access and internal space
- Parking
- Serving Counters and Queuing
- Availability of a post box
- Anti-Social behaviour

Response to issues raised

Distance

The new premises are located approximately 210 metres from the current branch on the same side. 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. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current branch.

Access and internal space

We recognise that the Post Office plays an important part in the lives of our customers, particularly to the older and disabled people and we want to make our services as accessible as possible. We are pleased to confirm that before the new Post Office opens, access will be level via a ramp with a wide door at the entrance to the new premises. Internally, there will be a hearing loop and space for a wheelchair.

Internally, the new branch will be built in line with Post Office specifications with a dedicated Post Office area, and making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the postmaster on the internal layout, to ensure optimum use of the space within the store and that access into and inside is kept clear and free of obstacles. 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.

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 time restricted roadside parking is available nearby.

Operating Hours

In response to the concerns raised regarding the opening hours, we have identified a small error during the consultation. The opening hours will therefore move to the following core hours:

Monday to Friday: 09:00 – 17:30

Saturday: 09:00 – 13:30

This adjustment will actually result in a slight increase in customer access, as the branch will now remain open during lunchtime and customers will benefit from longer opening hours.

Serving Counters and Queuing

The new Post Office will be located within a dedicated area of the store with two open plan counter positions. This enables customers to carry out a range of Post Office products and services alongside retail transactions. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter. We will also work with the postmaster and monitor service standards to ensure they are maintained and that staffing levels are aligned to meet customer demand particularly at busy periods.

Availability of a post box

With regard to your question about the relocation of the post box, I would like to explain that the decision to relocate, install or remove a post box is taken by Royal Mail which is a separate business from Post Office Ltd. We would request that it be relocated to the new branch, which is the normal process if we move a branch to a new location; however, I cannot specify time scales as Royal Mail have their own procedures to follow, which may include submission of planning applications.

In answer to your question regarding the post box at the current site, I'd like to explain that if the relocation of a Post Office branch goes ahead, we follow our normal procedure and contact Royal Mail to inform them of the relocation. Royal Mail is a separate business, and the removal, relocation and provision of post boxes is their decision, involving procedures of their own.

Anti-Social behaviour

We acknowledge the concerns made about anti-social behaviour in the area. Although such matters are outside our direct control and are for the relevant authorities and local police to resolve, Post Office takes security very seriously. Whilst we cannot go into specific details around our security arrangements, strict guidelines will be put in place and we take every physical precaution within our branches, to provide a safe and secure environment for both our customers and staff. We can assure you the postmaster will take safety measures by implementing CCTV in the new branch for additional customer security. The postmaster will engage with the community police in the event of any anti-social behaviour outside and around the new branch.

Appendix B

Wishaw Post Office Information Summary

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

New Location	
Celebrations, 62 Main Street, Wishaw, ML2 7AB	
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 – 13:30
Sunday	Closed
Services available	
The same range of products and services will still be available.	
Serving positions	
There will be two open plan serving positions.	
Access	
The new premises will have a wide door and a ramp at the entrance. Internally, there will be a hearing loop, a low-level writing desk and space for a wheelchair.	
Getting there	
The new premises will be located approximately 210 metres away from the current branch, along mostly varied terrain. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.	
Store retail available	Cards, stationery and confectionery.

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

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

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.