



Dear Customer

**Springfield Road Post Office®
70 Springfield Road, Stirling, FK7 7QW**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Broomridge Mini Market, 108 Wishart Drive, Stirling, FK7 7TS, where it will operate as one of our new local style Post Office branches.

We received 33 individual responses and a petition from customers and local representatives during the local public consultation period. Many of the comments focused on the distance to the proposed new location and the availability of parking. Other feedback commented on space and privacy inside the new store. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

The move of this branch is part of our modernisation and investment plans for the Post Office network. As part of the programme we asked our postmasters whether they wished to stay with the network and with the wish of the existing postmaster to leave the network it was important to find a sustainable location for the Post Office. The vacancy was advertised and all applications were considered. A number of factors are taken into account when considering an appointment; including the location, access and size of the premises. The processes we follow are established and robust to be fair to all applicants and the new operator was selected following the successful completion of our application process.

I appreciate that the proposed location is approximately 850 metres from the current site and I acknowledge that for some customers this may mean a slightly longer and more inconvenient journey, for which I apologise. Equally, there may be some customers for whom the new premises are slightly closer than at present. In terms of accessing the new location, there is a regular bus service that operates between the two locations. However with the aim of further assisting customers, the new operator will engage with the local bus company to explore the possibility of moving the bus stops closer to the new branch.

Dial-a-Journey is a local community transport scheme that operates in the area and may provide an alternative option for some customers wishing to access the new branch. Further details of the scheme, including how to register, are available by telephone on 01786 465355 or by visiting dial-a-journey.org/dial-a-journey-services. Details will also be displayed at the new branch.

While I acknowledge the concerns raised about parking in the area, it is fair to say that this is a problem faced in many locations nationwide. When looking at service provision in an area we are mindful of the needs of our customers, but as I am sure you will understand, the availability of parking spaces is an issue outside the direct control of Post Office Limited. I have, however, conducted a further review. This has confirmed that there is parking in a layby directly outside the new store, as well as in additional nearby laybys. There is also roadside parking in the surrounding area. I am therefore satisfied that parking in the vicinity of the new branch will meet the needs of customers using the Post Office and the shop. However to further help support our customers, the new operator will approach the relevant authority to see if they will consider providing a designated disabled parking bay in close vicinity of the store.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as possible. I am pleased to confirm that before the new Post Office opens, the new operator will install a permanent ramp and a new automatic door at the entrance providing ease of access into the premises.

Inside the store, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office 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 removed or re-aligned to make sure there is clear access into the premises. Shopping aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around without difficulty.

We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. Although the local style format is a more modern way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. Staff will be fully trained in Post Office transactions and staffing levels will be aligned to customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, giving customers more flexibility to use our services throughout shop opening times. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that following the move customers will have good access to Post Office services and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 152868

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

This document is also available to view online, to see it – scan here.

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



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

Springfield Road Post Office information sheet															
Address	Broomfield Mini Market 108 Wishart Drive Stirling FK7 7TS														
Opening hours	<table border="1"> <tr><td>Monday</td><td>06:00 – 22:00</td></tr> <tr><td>Tuesday</td><td>06:00 – 22:00</td></tr> <tr><td>Wednesday</td><td>06:00 – 22:00</td></tr> <tr><td>Thursday</td><td>06:00 – 22:00</td></tr> <tr><td>Friday</td><td>06:00 – 22:00</td></tr> <tr><td>Saturday</td><td>06:00 – 22:00</td></tr> <tr><td>Sunday</td><td>06:00 – 22:00</td></tr> </table>	Monday	06:00 – 22:00	Tuesday	06:00 – 22:00	Wednesday	06:00 – 22:00	Thursday	06:00 – 22:00	Friday	06:00 – 22:00	Saturday	06:00 – 22:00	Sunday	06:00 – 22:00
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Distance	850 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access will be via a permanent ramp and a wide automatic door at the entrance. Internally there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is a layby directly outside the store as well as roadside parking in the surrounding area.</p>														
Retail	Convenience store														
Date of Relocation	Date to be confirmed														

Springfield Road Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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. signed for & Airsure)	✓
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	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
Payment by cheque	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Other Products are available at Stirling Post Office, 44 Thistle Centre, Stirling, FK8 2EE	Opening times: Mon – Sat 09:00 – 17:30 Sun 11:00 – 15:00