



Dear Customer

**Thornhill Post Office®**  
33 Drumlanrig Street, Thornhill, DG3 5LJ

**Decision - move to new premises & branch modernisation**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Thornhill Spar, 121 Drumlanrig Street, Thornhill, DG3 5LS, where it will operate as one of our new local style Post Office branches.

We received a small number of comments from customers and local representatives during the local public consultation period. The main feedback centred on concerns about availability of space in the Spar store, customer privacy, parking in the area and the withdrawal of some Post Office transactions. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

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. 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 in the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is unimpeded access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate space will be provided for customers and wheelchairs to manoeuvre.

We do recognise that some customers may be concerned about carrying out their Post Office business in a different type of environment from what they are used to. I would like to reassure you that the local model doesn't compromise the professional service that we expect to be provided at all our Post Office branches. The new operator is keen to make sure that customers feel comfortable when using the branch and will do all that they can to help meet customer needs. We will also be working closely with them to make sure an appropriate level of privacy is provided at the Post Office serving point and staffing levels are aligned to meet customer demand.

The staff training approaches used are of the same high standard to those undertaken in all our branches and all staff that will handle Post Office transactions will be fully trained to Post Office standards. Training is also given on protecting customer confidentiality and on ways of working to help safeguard privacy in an open-plan environment. For example asking customers to stand back 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. As well as this, all of our operators and any of their staff who will be handling Post Office transactions will be required to sign the Official Secrets Act. We have robust safety and security procedures in place that all operators must adhere to, which includes the safeguard of mail held in their care until it is collected by Royal Mail.

[www.postoffice.co.uk](http://www.postoffice.co.uk)

While I acknowledge the comments 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 do consider the needs of our customers and although the availability of parking is outside the direct control of the Post Office, I have further reviewed this aspect of the proposal. There are marked parking bays along both sides of Drumlanrig Street and this is comparable with the existing branch. I am therefore satisfied that parking arrangements will continue to meet the needs of customers using the Post Office.

I have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

The new local style Post Office will operate from an open plan till, located at the left hand side at the front of the store, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The local format is designed around following simple processes for handling transactions that are to be as straightforward and as quick as possible. This helps to minimise queues and provide an efficient and speedy service. However I am also pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce Worldwide International parcels. Additionally cheques will continue to be accepted as a method of payment.

The change also means that customers will benefit from level access and as the opening times of the Post Office will be aligned to the store, local residents will also benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week. This means that customers can use our services seven days a week and at times that suit them better. 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.

The current branch will close at 13:00 on Thursday 24 April 2014, with the new branch opening, at Thornhill Spar, 121 Drumlanrig Street, at 13:00 on Thursday 24 April 2014.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 126818.

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 Consumer Futures the national consumer organisation. A full copy of the Code of Practice is available on our website at [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office), or by contacting us at the address provided at the end of this letter.

Thank you for your considering our proposal.

Yours sincerely



**Suzanne Richardson**  
Regional Network Manager


## How to contact us:

 [postofficeviews.co.uk](https://postofficeviews.co.uk)

 [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

 FREEPOST Your Comments

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

 Customer Helpline: 08457 22 33 44, Textphone: 08457 22 33 55

Post Office Ltd can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the Customer Helpline on 08457 22 33 44.

Thornhill Post Office information sheet															
Address	Thornhill Spar 121 Drumlanrig Street Thornhill DG3 5LS														
Opening hours	<table border="1"> <tr> <td>Mon</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Tue</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Wed</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Thu</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Fri</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Sat</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Sun</td> <td>08:00 – 20:00</td> </tr> </table>	Mon	07:00 – 22:00	Tue	07:00 – 22:00	Wed	07:00 – 22:00	Thu	07:00 – 22:00	Fri	07:00 – 22:00	Sat	07:00 – 22:00	Sun	08:00 – 20:00
Mon	07:00 – 22:00														
Tue	07:00 – 22:00														
Wed	07:00 – 22:00														
Thu	07:00 – 22:00														
Fri	07:00 – 22:00														
Sat	07:00 – 22:00														
Sun	08:00 – 20:00														
Distance	100 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p><b>Access and facilities</b> Access will be level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There are free parking bays outside the premises for customers to use.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Thursday 24 April 2014														

Thornhill Post Office® services available	
Your subpostmaster / operator or our Customer Helpline on 08457 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 <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a>	
	New branch
<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. 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	✓
<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	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
<b>Financial services</b>	
NS&I Premium Savings Bonds	✗
<b>Driving</b>	
Car tax (you can pay in cash, by cheque or debit card)	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	
Payment by cheque	✓
Products marked ✗ are available at <b>Penpont</b> Post Office, Main Street, Penpont, Thornhill, DG3 4BP	Opening times: Mon – Sat 09:00 – 17:30