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Ms Tracey Logan - Chief Executive
Scottish Borders Council
Council Headquarters
Newtown St Boswells
MELROSE
TD6 0SA

15 MAR 2016

Chief Executive

14 March 2016

Dear Ms Logan

Broughton Post Office®
The Garage, Broughton, Biggar, ML12 6HQ

Branch Temporary Closure

I am writing to inform you that, regrettably, following the retirement of the Postmaster, the above branch will be closing temporarily at 12:30 on Tuesday 5 April 2016.

I would like to assure you that we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

Future provision will reflect customer numbers and usage and we may take the opportunity to establish an alternative type of service. This may be a new style branch known as a Post Office local. Post Office locals run alongside an established local shop and create a more modern and convenient retail experience for customers in newly refurbished premises.

If you have any questions you would like to raise about this matter, please write to me via the Communication and Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code at the end of this letter. Other people in your organisation may have an interest in this issue so please let them know about it.

I would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

I will write to you again once I have any news about our plans for future service provision.

Yours sincerely


Karen Bragg
Field Change Advisor

How to contact us:

 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.



www.postoffice.co.uk

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.

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available on our website at: www.postoffice.co.uk/transforming-post-office. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Alternative access to Post Office services:

Biggar Post Office

107 High Street
Biggar
ML12 6DL



Opening times

Mon to Sun	06:00-22:00
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Services

The same range of services will continue to be available, with the addition of Car tax and Dollars travel money. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.



Access and facilities

This service has level access with a threshold strip and a wide door at the entrance. Internally, there is a hearing loop and space for a wheelchair.



Transport/parking

There are parking facilities available close to the premises.

There is a frequent bus service available between Broughton branch and this Post Office service. The nearest bus stop is approximately 50 metres away.



Route

This Post Office service is located approximately 5.1 miles away from Broughton branch, along varied terrain.

Symington Post Office

14 Main Street
Biggar
ML12 6LJ



Opening times

Mon	09:00-16:00
Tue	09:00-16:00
Wed	09:00-13:00
Thu	09:00-16:00
Fri	09:00-12:00



Services

The same range of services will continue to be available, with the addition of Lottery. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.



Access and facilities

This service has level access with a threshold strip and a wide door at the entrance. Internally, there is space for a wheelchair.



Transport/parking

There are parking facilities available directly outside the premises.

There is no direct bus service available between Broughton branch and this Post Office service.



Route

This Post Office service is located approximately 8.6 miles away from Broughton branch, along varied terrain.

