

## REPORT

To: CORPORATE SERVICES COMMITTEE		Subject: AIRDRIE POST OFFICE, BUCHANAN STREET, AIRDRIE	
From: HEAD OF CENTRAL SERVICES			
Date: 24 April 2008	Ref: MS/EH		

### 1. Purpose of Report

To advise of correspondence received from Post Office (1) proposing revised arrangements for the management of Airdrie Post Office located at Buchanan Street, Airdrie, effective from September 2008, and (2) seeking feedback from customers who regularly visit the branch.

### 2. Proposals

- 2.1. Currently, Post Office Limited own and manage Airdrie Post Office. The intention is to enter into an agreement with A and D Thornton Community Retail Limited, an existing franchise partner, who will manage Airdrie Post Office on behalf of Post Office Limited from its existing location in Buchanan Street, Airdrie.
- 2.2. Post Office confirm that A and D Thornton Community Retail Limited's management team already successfully operate several other Post Office branches within the Post Office network and are seeking the views of customers who regularly visit the branch on the following areas:- (1) the proposed opening hours at the new branch; (2) access arrangements into the new branch, and (3) the facilities that are planned for the new branch.
- 2.3. Details on the proposals are contained within the Appendix to the report.

### 3. Recommendations

- 3.1. It is recommended that Members note the intention to enter into an agreement with A and D Thornton Community Retail Limited to manage Airdrie Post Office.
- 3.2. The report be remitted to Airdrie Local Area Partnership for its interest.

*M. O. Young*  
 Head of Central Services

Members seeking further information on the contents of this report are asked to contact Margaret Shankland on extension 2726.

**Airdrie Post Office® branch located at;**

APPENDIX

Buchanan Street  
Airdrie  
ML6 6UU

**Franchise Partner;**

A & D Thornton Community Retail Ltd

**What will the new Airdrie Post Office® branch offer?**

- Extended opening hours as follows;

Mon	08.30-17.30
Tues	09.00-17.30
Weds – Sat	08.30-17.30

- The same wide range of main Post Office services currently available at Airdrie Post Office branch including; personal banking; financial services; car tax renewal; Post Office card account; passport application checking and foreign currency services, but with the exception of the stamp vending machines.
- There will be eight traditional style counter positions, including a designated Bureau de Change/Giro business banking position that has the flexibility to be utilised for all other Post Office transactions during busy periods, however, the existing 12 positions will remain operational and can be used at peak times. To aid the inevitable learning curve our partner will be fully supported during the initial transition period.
- Access to the branch will remain as present. A & D Thornton Community Retail Ltd are keen to ensure there is continued good access to Post Office services.
- Low-level writing desk and serving counter, plus an induction hearing loop for those customers with hearing difficulties.

**Proposed month of transfer:** September 2008