



Dear Customer

**Bowmore Post Office® branch
Main Street, Bowmore, Isle of Islay, PA43 7JH**

Proposed move to new premises & branch modernisation

I'm writing to let you know that we are proposing, to move the above Post Office branch to a new location – Re-jig, Shore Street, Bowmore, Isle of Islay, PA43 7LB.

As you will be aware, our Postmasters operate Post Office branches alongside their private retail business, and it is important that they make the very best use of their resources to ensure future sustainability of both their business and the Post Office service. In this case, the Postmaster has identified an opportunity to move this branch into their other premises nearby. Our Postmaster firmly believes that the move will help secure continued access to Post Office services locally, as well as supporting the viability of their business.

I am 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, Royal Mail and Parcelforce Worldwide International parcels. Additionally cheques will continue to be accepted as a method of payment. Full details of the proposed new service, are provided at the end of this letter.

This change is part of a major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Ltd. The Programme is underpinned by Government investment and will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches.

What will this mean for customers?

- Post Office services will be offered from a till in a modern open plan branch
- The majority of Post Office products and services will still be available
- Longer opening hours

Consulting on the proposed new location

Whilst the decision has already been made to move Post Office services to the new premises, we would still like your views on the service offer at the new location and we are now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the new location, particularly on the following areas:

- How easy is it to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- If so, do you have any suggestions that could help us make it better for you
- Do you have any comments about proposed opening days and times
- Are there any local community issues which you think could be affected by the change

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are 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 information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 161858

Dates for local public consultation:

Local Public Consultation starts	23 January 2018
Local Public Consultation ends	6 March 2018
Date of change	1 February 2018

In order to restore a Post Office service to our customers as quickly as possible, the new service may commence during consultation on Thursday 1 February 2018. However this does not affect the period of public consultation which is ongoing until 6 March 2018.

Posters and leaflets will now be displayed in branch and at Rejig to let customers know about the changes and to ask their views. I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.

We will inform our customers of the final decision by displaying a poster at Re-Jig.





Thank you for considering our proposal.

Yours faithfully



Kenny Lamont
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

Want to tell us what you think right here and now – scan here.

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



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Bowmore Post Office information sheet				
	Current Post Office location		Proposed new Post Office branch location	
Address	Main Street Bowmore Isle of Islay PA43 7JH		Re-jig Shore Street Bowmore Isle of Islay PA43 7LB	
Post Office opening hours	Mon	09:00 – 13:00	Mon	09:00 – 17:00
	Tue	09:00 – 13:00	Tue	09:00 – 17:00
	Wed	09:00 – 15:30	Wed	09:00 – 17:00
	Thu	09:00 – 13:00	Thu	09:00 – 17:00
	Fri	09:00 – 13:00	Fri	09:00 – 17:00
	Sat	Closed	Sat	09:00 – 12:30
	Sun	Closed	Sun	Closed
Distance	300 metres away from the current branch, along varied terrain.			
Accessibility & Accessibility works	<p>Access and facilities Access is available via a ramp from the pavement. The current branch has a wide door and level access. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available outside the branch and along Main Street.</p>		<p>Access and facilities Currently there is a low step and a wide door with a grab rail at the entrance to the proposed premises, however a portable ramp would be available on request. A bell and signage would be installed to alert staff to assist customers. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available outside the branch and there is a car park with dedicated marked disabled bays at The Square within 60 metres.</p>	
Retail	No Retail		Recycling shop for clothes, books and bric and brac	
Local Public Consultation starts	23 January 2018			
Local Public Consultation ends	6 March 2018			
Date of change	1 February 2018			

Bowmore Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 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

	Current branch	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	✓	✓
Change giving	✓	✓
Bill payments		
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	Euros	Euros
Travel insurance referral	✓	✓
Mobile Top-ups & E vouchers		
	✓	✓
Payment by cheque		
	✓	✓
Other Products are available at Bridgend Post Office, Bridgend, Isle of Islay, PA44 7PQ	Opening times: Mon, Tue, Wed & Fri 09:00 – 13:00 14:00 – 17:30 Thu & Sat 09:00 – 13:00	

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postofficeviews.co.uk