



Dear Customer

Finstown Outreach Services

Local Public Consultation

We are really pleased to let you know that we are proposing to restore Post Office services to the communities of Orphir and Tankerness with the introduction of a Hosted Outreach service.

In this instance Orphir closed temporarily in May 2017 due to the premises no longer being available for Post Office use. Please accept my apologies for the late notification on this occasion.

We are now in a position to restore a service to our customers in the local community, and establishing a Hosted Outreach service presents the best possible solution in the Orphir and Tankerness areas.

We are therefore pleased to inform you that the Postmaster from Finstown Post Office is willing to offer services to the above locations. Full details of the proposed new services are provided at the end of this letter.

Consulting on the proposed changes

We're now starting a 6 week local public consultation and would like you to tell us what you think about the proposal. Before we finalise our plans, we would like to hear your views particularly on the following areas:

- How suitable do you think the new locations are and how easy is it to get there
- Do you have any comments on the proposed days and opening hours
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If we were to proceed with this proposal is there anything we could do to make it easier for customers

We have enclosed an information sheet that provides more details about the new location. 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 these services by entering branch name, postcode or the unique branch code given below, this will then give you a further search function to find the service you wish to comment on.

Finstown –150845

postofficeviews.co.uk

Dates for local public consultation:

| | |
|----------------------------------|---------------|
| Local Public Consultation starts | 27 March 2018 |
| Local Public Consultation ends | 10 May 2018 |
| Proposed Month of Change | July/August |

In this instance we have extended public consultation by 2 working days to allow for the holiday period over Easter.

To restore Post Office services as quickly as possible to the local communities, we may introduce the services sooner however, we still welcome your feedback on the proposed services, and the period of consultation will remain open until 10 May 2018.

We're carrying out consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

We will inform our customers of the final plans by displaying posters locally.





Thank you for considering our proposal.

Yours faithfully



Kenny Lamont
Regional Network Area Change 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.

Details of the proposed new Hosted Outreach services:

Orphir Outreach Service

Orphir kirk
Orphir
Orkney
KW17 2RB

Services

A wide range of services will be available.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

There is a car park directly outside the premises.

Proposed opening times

| | |
|----------|-------------|
| Thursday | 14:00-16:00 |
|----------|-------------|

Route

This Post Office service is located approximately 150 metres away from Orphir branch, along varied terrain.

Tankerness Outreach Service

St Andrews Community Centre
Tankerness
Orkney
KW17 2QU

Services

A wide range of services will be available.

Access and facilities

This branch has a wide door and a threshold strip at the entrance.

Transport/parking

There is a car park directly outside the premises.

Proposed opening times

| | |
|--------|-------------|
| Friday | 14:00-16:00 |
|--------|-------------|

Route

This Post Office service is located approximately 7.2 kms away from Tankerness branch, along varied terrain.

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 postofficeviews.co.uk