



Dear Customer

Your new Mobile Post Office service will commence soon

Johnstone Mobile Service PA5 8AA

I'm writing following the local public engagement on the commencement of the above Mobile service in Fenwick, Annbank, Sorn, Chapelton and Inverkip. This Mobile service, operated by postmaster from Johnstone Post Office, will also provide temporary Mobile service to areas of Bonnyton, Newmilns, Darvel, Eaglesham, Wemyss Bay, Houston, Old Kilpatrick and Lochwinnoch, after temporary closures of Post Offices at those locations, whilst we continue to seek permanent solutions. The Johnstone Mobile service was initially scheduled to start on the week commencing 14 February 2022 but, due to unforeseen circumstances the service has been delayed and the new Mobile service is now due to start on the week commencing 21 February 2022.

During the engagement we asked you to provide your views on some key areas about the new Johnstone Mobile service serving the communities of Fenwick, Annbank, Sorn, Chapelton and Inverkip. We received nineteen responses regarding the new Mobile service provision in those areas.

Key points raised:

- Mobile van parking
- Opening times
- Services
- Engagement process

Response to key points:

Mobile Van parking

The Mobile van will be parked in public spaces such as roadside area or Village Hall car park which do not provide designated parking spaces for Mobile service providers.

Opening times

Please be reassured that we will continue to monitor and review the customer demand at each area on an ongoing basis. We will try to accommodate the needs of our customers as much as possible, depending on the availability of the Mobile van and its operator, at all 13 new service locations.

Services

A Mobile service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises. The Johnstone Mobile service will be operated by the postmaster from Johnstone Post Office and will provide the same key Post Office services that are available at Johnstone Post Office. This will include products and services from the key main product areas – Mails, Banking, Bills Payments, Car Licences and Travel.

Engagement process

When we propose a change to our network, we work hard to make sure as many people as possible in the local community know about it and provide them with the opportunity to let us have their views. The Principles of Community Engagement we follow when making changes in the Post Office network is agreed between Post Office Limited and Citizens Advice, the independent statutory consumer watchdog. In line with these principles, when commencing this engagement, we contacted local representatives and posters were made available in local area. Details were also published on our website postofficeviews.co.uk, where customers could also let us have their views through our E-consultation channel.

We do hope that you will enjoy using the new Johnstone Mobile Post Office service.