



Dear Customer

Engaging with our customers - Share your views

Commencement of Johnstone Mobile Service

We are delighted to let you know that following the closures of Fenwick, Annbank, Sorn, Chapelton and Inverkip Post Offices, we are restoring Post Office services to these locations with the introduction of an permanent Mobile service from the week commencing Monday 14 February 2022.

Additionally, we will be providing temporary Mobile service to local communities 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. This temporary Mobile service will also start from the week commencing Monday 14 February 2022.

We've been working hard to identify a solution to restore services locally. A Mobile service, which 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, is a tried and tested way of maintaining service to smaller communities.

We are therefore pleased to inform you that the postmaster from Johnstone Post Office is willing to run the Mobile service, which presents the best possible solution to restore Post Office services to the above communities.

We will display posters locally to tell customers the good news. If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We would like to hear from you

As we are keen to restore Post Office services permanently to the communities of Fenwick, Annbank, Sorn, Chapelton and Inverkip as soon as possible, we have decided to go ahead with our plans. Restoring those services as Mobile outreaches is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the changes. However, we would welcome suggestions about specific aspects of the changes that might benefit customers, 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?

We will be accepting comments until Wednesday 2 February 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details of the new services are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for Johnstone Mobile service either by service name, postcode, or the unique service code **195859**

Once the plans have been finalised, we'll display a posters locally and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the starting dates, posters will be displayed locally to let customers know.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support the new Johnstone Mobile service.

Yours faithfully

David Duff

David Duff
Network Provision Lead

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your envelope
for your letter to reach us.**

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

Details of the new permanent Mobile service at Fenwick, Annbank, Sorn, Chapelton and Inverkip:

Fenwick Post Office Mobile service

Main Road
Fenwick
Kilmarnock
KA3 6DY

Opening times

Tuesday	10:30 – 11:30
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Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Getting there

This Post Office service will be located opposite the previous Fenwick Post Office branch.

Annbank Post Office Mobile service

Weston Avenue
Annbank
Ayr
KA6 5ET

Opening times

Wednesday	09:00 – 10:00
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Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Getting there

This Post Office service will be located outside the previous Annbank Post Office branch.

Sorn Post Office Mobile service

Main Street
Sorn
Mauchline
KA5 6JB

Opening times

Wednesday	10:30 – 11:30
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Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Getting there

This Post Office service will be located outside the previous Sorn Post Office branch.

Chapelton Post Office Mobile service

Opposite The Chapelton Shop
Shawton Road
Chapelton
Strathaven
ML10 6RY

Opening times

Wednesday	13:00 – 14:00
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Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Getting there

This Post Office service will be located opposite the previous Chapelton Post Office branch.

Inverkip Post Office Mobile service

Local Authority Car Park
Next to Sainsbury's Local
Main Street
Inverkip
Greenock
PA16 0FZ

Opening times

Monday	13:30 – 14:30
Thursday	13:15 – 14:15

Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Getting there

This Post Office service is located approximately 450 metres away from previous Inverkip branch, along varied terrain.

Details of the new temporary Mobile service at Bonnyton, Newmilns, Darvel, Eaglesham, Wemyss Bay, Houston, Old Kilpatrick and Lochwinnoch:**Bonnyton Post Office Mobile service**

Bonnyton Community Centre Car Park
51 Garrier Place
Kilmarnock
KA1 2NG

Opening times

Tuesday	09:00 – 10:15
Thursday	09:00 – 10:15

Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Getting there

This Post Office service is located approximately 500 metres away from previous Bonnyton branch, along varied terrain.

Newmilns Post Office Mobile service

Opposite H20 Valets Car Wash
Main Street
Newmilns
KA16 9HA

Opening times

Tuesday	12:20 – 13:50
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Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Getting there

This Post Office service is located approximately 120 metres away from previous Newmilns branch, along varied terrain.

Darvel Post Office Mobile service

East Main Street
Darvel
KA17 0AB

Opening times

Tuesday	14:10 – 15:40
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Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Getting there

This Post Office service will be located outside the previous Darvel Post Office branch.

Eaglesham Post Office Mobile service

Outside Premier Store
Glasgow Road
Eaglesham
Glasgow
G76 0JQ

Opening times

Wednesday	14:30 – 15:30
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Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Getting there

This Post Office service will be located outside the previous Eaglesham Post Office branch.

Wemyss Bay Post Office Mobile service

Car Park
Outside SPAR Store
Ardgowan Road
Wemyss Bay
PA18 6AT

Opening times

Monday	11:45 – 12:45
Thursday	11:30 – 12:30

Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Getting there

This Post Office service will be located outside the previous Wemyss Bay Post Office branch.

Houston Post Office Mobile service

The Old Smithy Car Park
North Street
Houston
Johnstone
PA6 7HF

Opening times

Monday	15:00 – 16:15
Friday	12:15 – 13:15

Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Getting there

This Post Office service will be located outside the previous Houston Post Office branch.

Old Kilpatrick Post Office Mobile service

Car Park
Outside Keystore
Dumbarton Road
Old Kilpatrick
Glasgow
G60 5JH

Opening times

Friday	09:00 – 10:00
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Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Getting there

This Post Office service will be located approximately 400 metres away from the previous Old Kilpatrick branch, along varied terrain.

Lochwinnoch Post Office Mobile service

Car Park

McKillop Institute

Main Street

Lochwinnoch

PA12 4AJ

Opening times

Monday	09:00 – 11:00
Thursday	15:00 – 16:30
Friday	10:45 – 11:45

Getting there

This Post Office service will be located opposite the previous Lochwinnoch Post Office branch.

Services

A range of Post Office products and services will be available.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³ providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

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² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in ² and ³ above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.