



Dear Customer

Changes to Bellsbank, Carsphairn and Patna Outreach Services
Inclusive to the changes of the Mobile Services at: Rankinston, Kirkmichael and Drongan

We are writing to inform you that, regrettably, the Outreach services at Bellsbank and Carsphairn, which is provided by the postmaster from Dalmellington Post Office, will cease from Monday 31 July 2023, due to low customer usage.

We want to make sure customers can access our quality services and products across the Post Office network. Post Office is facing a particularly challenging period, as are other high street retailers. The impact of rising costs, inflation and restrictions on our funding from Government mean that while we will always look to re-open branches when they close, we cannot commit to doing so in every instance. We will be evaluating Post Office service provision in the area and every effort will be made to mitigate the impact this closure will have on the local community. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a Post Office and 90% are within 1 mile and will continue to review this position and prioritise those areas with the highest need.

Our retail partner, from Dalrymple Post Office who operates the Mobile services at: Rankinston, Kirkmichael and Drongan, on our behalf will no longer be able to run the services. Therefore, these Mobile services will cease from Monday 31 July 2023.

We are therefore pleased to inform you that the postmaster from Dalmellington Post Office is willing to offer services to the customers at Rankinston, Kirkmichael and Drongan. The establishment of an Outreach service presents the best possible solution to maintain Post Office services to these communities.

To accommodate this change there will be some changes to the current hours at Patna Outreach service. These changes will also take effect from Monday 31 July 2023. We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities.

Details of changes to the Post Office services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

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.

If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

We would like to thank you for your patience and support at this time.

Yours faithfully

Scott Hamilton

Scott Hamilton
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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.

Details of the changes to the Outreach Post Office service at: Patna

Patna Outreach Post Office Service
Patna Community Centre, Whitehill Avenue, Patna Ayr, KA6 7LY

Current opening times

Monday	12:30 – 16:00
Wednesday	09:00 – 12:30

New opening times

Tuesday	11:00 – 13:00
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Some branches may need to make changes to their opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder

Customers requiring Post Office facilities may use any convenient Post Office service. Details of possible alternative Post Office branches in the area are provided below for your convenience:

Alternatives for Bellsbank Outreach Post Office Service
8 Dalcairney Road, Dalmellington, Ayr, KA6 7SZ

Dalmellington Post Office

10 High Main Street
Dalmellington
Ayr
KA6 7QN

Services

Offers similar services.

Opening times

Monday to Friday	09:00 – 12:30 13:30 – 17:00
Saturday	09:00 – 13:00
Sunday	Closed

Access and facilities

This branch has a step on an incline with a wide door at the entrance. There are grabrails on each side of the entrance, with a handrail
Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 0.7 miles away from Bellsbank Outreach service, along varied terrain.

Roadside parking is available nearby.

There is a regular bus service available between Bellsbank Outreach service and this Post Office branch. The nearest bus stop is approximately 60 metres away.

New Cumnock Post Office

2 - 3 Castle Arcade
New Cumnock
Cumnock
KA18 4AW

Services

Offers similar services

Opening times

Monday to Friday	07:00 – 21:00
Saturday & Sunday	08:00 – 21:00

Access and facilities

This branch has a wide door and level access at the entrance.
Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 11.4 miles away from Bellsbank Outreach service, along varied terrain.

There is a dedicated customer car park outside the branch.

There are local buses serving in the surrounding area.

Alternatives for Carsphairn Outreach Post Office Service
Langsyne Hall, Carsphairn, Castle Douglas, DG7 3TQ

Dalry Post Office

17 - 19 Main Street
Dalry
Castle Douglas
DG7 3UP

Services

Offers similar services, with the addition of Euros On Demand Travel Money, however, excluding Vehicle Tax.

Opening times

Monday to Friday	07:30 – 17:30
Saturday	08:30 – 17:00
Sunday	08:30 – 15:00

Access and facilities

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

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 9.2 miles away from Carsphairn Outreach service, along varied terrain.

Roadside parking is available outside the branch and nearby.

There is a limited bus service available between Carsphairn Outreach service and this Post Office branch.

Dalmellington Post Office

10 High Main Street
Dalmellington
Ayr
KA6 7QN

Services

Offers similar services.

Opening times

Monday to Friday	09:00 – 12:30 13:30 – 17:00
Saturday	09:00 – 13:00
Sunday	Closed

Access and facilities

This branch has a step on an incline with a wide door at the entrance. There are grabrails on each side of the entrance, with a handrail

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 9.7 miles away from Carsphairn Outreach service, along varied terrain.

Roadside parking is available nearby.

There is a limited bus service available between Carsphairn Outreach service and this Post Office branch.

**Changes from Mobile Service to Outreach Service
Taking effect from Monday 31 July 2023**

Raniknston Post Office Service

**Current Mobile Service at Raniknston
Outside 2 Kerse Terrace, Rankinston, Ayr, KA6 7HG**

Current opening hours

Monday	09:00 – 11:00
Tuesday	09:00 – 11:00
Thursday	09:00 – 10:00

**New Outreach Service at Raniknston
Rankinston Community Centre Hall
Littlemill Place
Rankinston
Ayr
KA6 7HB**

New opening hours

Tuesday	09:30 – 10:30
Wednesday	10:00 – 11:00

Services

The Outreach service will offer similar services, with the addition of Vehicle Tax.

Access

The Rankinston Community Centre Hall has wide doors and access is via a ramp with handrails at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This new Outreach Post Office service will be located approximately 0.2 miles away from Rankinston Mobile service, along varied terrain.

There is a free customer car park outside the Rankinston Community Centre Hall.

There are local buses serving in the surrounding area.

Kirkmichael Post Office Service

Current Mobile Service at Kirkmichael Outside 3 Patna Road, Kirkmichael, Maybole, KA19 7PJ

Current opening hours

Monday	14:40 – 16:00
Thursday	14:00 – 15:00

New Outreach Service at Kirkmichael

McCosh Hall
17 Patna Road
Kirkmichael
Maybole
KA19 7PJ

New opening hours

Monday	13:15 – 14:15
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Services

The Outreach service will offer similar services, with the addition of Vehicle Tax.

Access

The McCosh Hall has wide doors and access is via a ramp with a handrail at the entrance. Internally, there is a hearing loop and space for a wheelchair.

Getting there

This new Outreach Post Office service will be located on the same road, approximately 70 away from Kirkmichael Mobile service, along varied terrain.

Roadside parking is available outside the McCosh Hall and nearby.

Drongan Post Office Service

Current Mobile Service at Drongan

At the Car Park at Shop, Mill of Shield Road, Drongan, Ayr, KA6 7AY

Current opening hours

Wednesday	11:30 – 12:30
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New Outreach Service at Drongan

Drongan Community Centre

2 Coronation Road

Drongan

Ayr

KA6 7BZ

New opening hours

Tuesday	11:45 – 12:45
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Services

The Outreach service will offer similar services, with the addition of Vehicle Tax.

Access

The Drongan Community Centre has wide doors and access is via a ramp with handrails at the entrance. Internally, there is a hearing loop and space for a wheelchair.

Getting there

This new Outreach Post Office service will be located approximately 0.2 miles away from Drongan Mobile service, along varied terrain.

There is a customer car park within the Drongan Community Centre.

There are local buses serving in the surrounding area.

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 local 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, Consumer 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, Consumer 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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.