



Dear Customer

Denholm Mobile Hosted Outreach services

We are making some changes to the Mobile Hosted Outreach Post Office services as detailed below.

As you may know, Melrose Post Office closed temporarily on 9 November 2019 following the resignation of the Postmaster and the withdrawal of the premises for Post Office use. We are pleased to be able to reinstate Post Office services to Melrose as a temporary Mobile service from Monday 9 December 2019 while we continue to seek a permanent solution.

The Postmaster from Denholm Post Office will provide the Mobile service from the Car Park of Melrose Medical Centre, St. Dunstons Park, Melrose, TD6 9RX.

To accommodate the new Mobile service, we are making a change to the current opening hours at Heriot, Oxtou, Etterickbridge, Bowden and Bonchester Bridge Mobile services, from the week commencing Monday 9 December 2019.

We constantly 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.

Further details of the changes to these services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

It would be helpful if you could share this information 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.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. A copy is available at the end of this letter.

We hope that you and our customers support your local Post Office service.

Yours faithfully

Gail Burnett

Gail Burnett
Change Manager

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 03457 22 33 44 or Textphone 03457 22 33 55.

Details of the new temporary Mobile Hosted Outreach service:

Melrose Post Office

Car Park of Melrose Medical Centre
St. Dunstons Park
Melrose
TD6 9RX

Services

A wide range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Opening times

Monday	14:45 – 16:15
Tuesday	14:30 – 16:15
Wednesday	11:00 – 11:45
Thursday	14:45 – 16:15

Transport/parking

Parking is available nearby.

Route

The new Mobile service is located approximately 350 metres away from the previous branch, along varied terrain.

Details of the changes to existing Mobile Hosted Outreach services:

Heriot Mobile service

Shoestanes Road, Heriot, EH38 5YW

New opening times

Monday	12:20 – 12:50
Thursday	12:20 – 12:50

Oxton Mobile service

Main Street, Oxton, Lauder, TD2 6PN

New opening times

Monday	13:30 – 14:00
Thursday	13:30 – 14:00

Etterickbridge Road Mobile service

Roadside adjacent to Greenfield, Ettrickbridge, Selkirk, TD7 5JJ

New opening times

Tuesday	11:15 – 12:15
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Bowden Mobile service

Entrance to Commonsides, The Square, Bowden, Melrose, TD6 0SS

New opening times

Tuesday	13:00 – 14:00
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Bonchester Bridge Mobile service

Adjacent to Hartside, Bonchester Bridge, Hawick, TD9 8JN

New opening times

Wednesday	15:30 – 16:30
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Principles of Community Engagement on changes to the Post Office network

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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
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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, 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.

⁴ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases the consultation will seek feedback on alternative Post Office service provision in the area.

⁵ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.