



Dear customer

Changes to Denholme Mobile Service
Affecting Earlston, Eccles, Greenlaw, Norham, Gavinton, Hutton, Newtown St Bosweels
Bonchester Bridge, Ettrickbridge, Melrose, Tweed Road, Clovenfords, Oxtun, Fountainhall,
Broughton, West Linton Mobile services

Post Office has undertaken a comprehensive review of the branch network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. We must ensure that our funding and resources are allocated to deliver maximum benefit and sustainable services for all customers and the review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. The Mobile and Outreach services provided by the postmaster at Denholme Post Office was included in this review.

Due to operational reasons, Newtown St Bosweels Outreach service, Scottish Borders Council, Council Headquarters, Newtown St Bosweels, TD6 0SA will relocate onto the mobile van operated by the postmaster from Denholm Post Office on Monday 14 October 2024 and will operate from the car park at the same location at Scottish Borders Council.

We are keen to proceed with the change to the community of Newtown St Bosweels as soon as possible, so we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location is 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 Tuesday 15 October 2024. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new service 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 this service either by service name, postcode, or the unique code **150830**

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

Additionally, due to the resignation of the postmaster West Linton Post Office will be closing on Friday 11 October and will reopen as a temporary Mobile service on Wednesday 16 October 2024, whilst we continue to seek a permanent solution. This service will be operating from outside its current location at Main Street, West Linton, Scottish Borders EH46 7EE, by the postmaster from Denholm Post Office.

Regrettably, due to low customer usage Hutton Mobile Service, Knowehead, Hutton, Berwick-upon-Tweed, Northumberland, TD15 1TR, operated by the postmaster from Denholm Post Office will cease from Friday 11 October 20224.

To accommodate the new mobile services there will be some changes to the current opening hours at Earlston, Eccles, Greenlaw, Norham, Gavinton, Hutton, Bonchester Bridge, Ettrickbridge, Melrose, Tweed Road, Clovenfords, Oxton, Fountainhall, Broughton, also operated by the postmaster from Denholm Post Office. These changes will take effect from week commencing Monday 14 October 2024.

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

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 this new service.

Yours faithfully

Steven Simpson

Steven Simpson
Area Change Manager

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 Mobile Services:

| | | |
|--|---------------|--|
| Newtown St Bosweels Mobile Service | | Services |
| Car Park Scottish Borders Council Council Headquarters Newtown St Bosweels TD6 0SA | | Offers similar services however excluding Vehicle Tax and On Demand Travel Insurance. |
| Opening times | | Access |
| Mon | 15:15 – 16:15 | 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. |
| Thu | 15:00 – 16:30 | |
| Fri | 14:30 -16:30 | |

| | | |
|--|---------------|--|
| West Linton Mobile Service | | Services |
| Main Street West Linton Scottish Borders EH46 7EE | | Offers similar services, however excluding, Vehicle Tax, On Demand Travel Insurance. |
| Opening times | | Access |
| Wed | 08:30 – 18:00 | 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. |

Getting there

This mobile service will be located outside the currant premises. Parking will be available near to where the mobile van will be parked.

Details of the change to existing Mobile service opening hours:**Earlston Mobile Service, Red Lion Hotel Car Park, The Square, Earlston, TD4 6DB****Current opening times**

| | |
|-----------|---------------|
| Wednesday | 13:45 – 15:45 |
| Friday | 14:00 – 16:00 |

New opening times

| | |
|-----------|---------------|
| Monday | 13:00 – 15:00 |
| Wednesday | 13:45 – 15:45 |

Eccles Mobile Service, Layby on Kirkfield, TD5 7QR**Current opening times**

| | |
|----------|---------------|
| Tuesday | 11:30 – 13:00 |
| Thursday | 11:30 – 13:00 |

New opening times

| | |
|----------|---------------|
| Thursday | 10:45 – 11:30 |
| Friday | 13:15 – 14:00 |

Greenlaw Mobile Service, Greenlaw War Memorial Hall, Bank Street, Greenlaw, Duns, TD10 6XA**Current opening times**

| | |
|-----------|--------------|
| Monday | 14:00 -16:00 |
| Tuesday | 09:00 -11:00 |
| Wednesday | 11:30 -12:30 |
| Thursday | 09:00 -11:00 |

New opening times

| | |
|-----------|---------------|
| Monday | 11:00 -12:30 |
| Wednesday | 11:30 – 12:30 |
| Thursday | 09:00 -10:30 |
| Friday | 11:30 -13:00 |

Norham Mobile Service, Adjacent to Norham Village Hall, Castle Street, Norham, Berwick-upon-Tweed, Northumberland, TD15 2LQ**Current opening times**

| | |
|-----------|---------------|
| Monday | 09:00 – 11:00 |
| Tuesday | 13:45 – 14:45 |
| Wednesday | 09:00 – 11:00 |
| Thursday | 13:45 – 14:45 |
| Friday | 09:00 – 11:00 |

New opening times

| | |
|-----------|---------------|
| Monday | 09:00 – 10:30 |
| Wednesday | 09:00 – 11:00 |
| Thursday | 12:00 – 14:00 |
| Friday | 09:00 – 10:00 |

Details of the change to existing Mobile service opening hours continued:**Gavinton Mobile Service, Outside Gavinton Village Hall, South Street, Gavinton, Duns, TD11 3QS****Current opening times**

| | |
|---------|---------------|
| Tuesday | 15:05 – 15:50 |
|---------|---------------|

New opening times

| | |
|--------|---------------|
| Friday | 10:30 – 11:15 |
|--------|---------------|

Bonchester Bridge Mobile Service, Adjacent to Hartside, Bonchester Bridge, Hawick, TD9 8JN**Current opening times**

| | |
|-----------|---------------|
| Wednesday | 15:30 - 16:30 |
|-----------|---------------|

New opening times

| | |
|-----------|--------------|
| Wednesday | 16:00 -16:30 |
|-----------|--------------|

Ettrickbridge Mobile Service, Road adjacent to Greenfield, Ettrickbridge, Selkirk, TD7 5JJ**Current opening times**

| | |
|---------|---------------|
| Tuesday | 11:15 – 12:15 |
|---------|---------------|

New opening times

| | |
|---------|--------------|
| Tuesday | 11:30– 12:15 |
|---------|--------------|

Melrose Mobile Service, Car Park Melrose Medical Centre, St Dunstons Park, Melrose, TD6 9RX**Current opening times**

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

New opening times

| | |
|----------|---------------|
| Monday | 14:45 – 16:15 |
| Tuesday | 14:30 – 15:45 |
| Thursday | 14:00 – 15:30 |

Tweed Road Mobile Service, Outside of Lucy Sanderson Hall, Tweed Terrace, Galashiels, TD1 3EF**Current opening times**

| | |
|-----------|---------------|
| Wednesday | 10:15 – 10:45 |
|-----------|---------------|

New opening times

| | |
|---------|---------------|
| Tuesday | 10:15 – 10:45 |
|---------|---------------|

Clovenfords Mobile Service, Opposite Caddonlands, Millbank Road, Clovenfords, Galashiels, TD1 3LZ**Current opening times**

| | |
|-----------|---------------|
| Monday | 09:00 - 10:30 |
| Tuesday | 09:30 - 10:30 |
| Wednesday | 09:00 - 10:00 |
| Thursday | 09:00 - 10:30 |

New opening times

| | |
|----------|---------------|
| Monday | 09:00 - 10:30 |
| Tuesday | 09:30 - 10:00 |
| Thursday | 09:00 - 10:00 |

Details of the change to existing Mobile service opening hours continued:

Oxton Mobile Service, Main Street, Oxton, Lauder, TD2 6PN

Current opening times

| | |
|----------|--------------|
| Monday | 13:30 -14:00 |
| Thursday | 13:30 -14:00 |

New opening times

| | |
|----------|---------------|
| Monday | 13:30 -14:00 |
| Thursday | 12:45 – 13:15 |

Fountainhall Mobile Service, Adjacent to Ivanlea Cattery, Old Stage Road, Fountainhall, Galashiels, TD1 2SY

Current opening times

| | |
|----------|---------------|
| Monday | 11:00 – 12:00 |
| Thursday | 11:00 – 12:00 |

New opening times

| | |
|----------|---------------|
| Monday | 11:00 – 12:00 |
| Thursday | 10:30 – 11:30 |

Heriot Mobile Service, Shoestaines Road, Heriot, Scottish Borders, EH38 5YN

Current opening times

| | |
|----------|---------------|
| Monday | 12:20 – 12:50 |
| Thursday | 12:20 – 12:50 |

New opening times

| | |
|----------|---------------|
| Monday | 12:20 – 12:50 |
| Thursday | 11:45 – 12:15 |

Broughton Mobile Service, Broughton Primary School, Broughton, Biggar, ML12 6HQ

Current opening times

| | |
|-----------|---------------|
| Wednesday | 13:15 – 13:45 |
|-----------|---------------|

New opening times

| | |
|-----------|--------------|
| Wednesday | 14:00 -14:30 |
|-----------|--------------|

Alternative branches for Hutton Mobile Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

| Chirnside Post Office | | Services |
|--|---------------|--|
| Crosshill Chirnside Duns TD11 3UF | | Offers the similar services, however excluding a comprehensive range of Travel Money except Euro Travel Money and Passport Check & Send. |
| Opening times | | Access |
| Mon - Sat | 07:00 – 20:00 | This branch has a wide door and a step at the entrance to the premises. |
| Sun | 07:00 – 18:00 | |
| Getting there | | |
| Approximately 3.8 miles from Hutton Mobile Service location, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding area. | | |

| Whitsome Post Office | | Services |
|--|---------------|---|
| Whitsome Ark The Loaning Whitsome Duns TD11 3NA | | Offers similar services, however excluding a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax. |
| Opening times | | Access |
| Mon & Sat | 09:00 – 13:00 | Access is level at the entrance to the premises. |
| Getting there | | |
| Approximately 4.9 miles from Hutton Mobile Service location, along varied terrain. Public transport is available to and from the surrounding area. | | |

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 closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified² and where there is no degradation of access to Post Office services (into and inside the premises).

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 representatives³, the Consumer Advocacy Bodies and selected charities⁴, 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 advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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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Comments@postoffice.co.uk

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FREEPOST Your Comments

² Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

³ 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.⁴ 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 3 and 4 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.