



Dear Customer

Denholm Mobile Service

We are really pleased to let you know that we will be restoring Post Office services to the communities of Gavinton, Gordon and Lilliesleaf with the introduction of a permanent Mobile Service. In addition to these mobile services we are going to restore services to the community of Galashiels with the introduction of a temporary Mobile Service while we continue to seek a permanent solution. These Mobile services are scheduled to start week commencing 2 September 2019.

Since the closure of the above service we have continued to work to identify a solution to restore services to the local communities. We have therefore introduced a Mobile service, which is a tried and tested way of maintaining service to smaller communities. The 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 that has formed part of our operational network for some years now.

We are therefore pleased to inform you that the Postmaster from Denholm Post Office is willing to offer services to the above locations. The establishment of a Mobile service presents the best possible solution to restore Post Office services to the local communities.

To accommodate the above Mobile services, there will be some minor changes to the current opening hours at Norham, Bowden, Clovenfords and Greenlaw. These change will commence from Tuesday 3 September 2019. Full details of the above Mobile services are provided at the end of this letter.

I know that the local communities will join me in welcoming this good news and hope that you and our customers will continue to use these services. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter. If you have any questions about the new service, please write to me via the Communication and Consultation Team at the address shown overleaf. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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 with any local groups or organisations that you know within the communities, 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 communities. If you would like a supply of these posters please let us know.

As we are keen to restore services to this communities as soon as possible, 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 locations are and how easy is to get there?
- Do you have any comments on the days and opening hours?

We will be accepting comments until Friday 13 September 2019. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

For further information or to share your views, please visit our Consultation Hub via the link below, then use the search function to find the engagement for this service either by service name, postcode, or the unique code as given below, this will then give you a further search function to find the service you wish to comment on.

Denholm TD9 8LX - 150830

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Once the plans have been finalised, we'll display 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 opening date, posters will be displayed in branch to let customers know.

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

Thank you for your support in restoring Post Office services.

Yours faithfully

Gail Burnett

**Gail Burnett
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

**Please note this is the full address to use
and no further address details are required.**

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.

**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 new permanent Mobile service at Gavinton

Gavinton Mobile Service

Outside Gavinton Village Hall
South Street
Gavinton
Duns
TD11 3QS

Services

A wide range of services will continue to be available.

Access and facilities

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.

New opening times

Tuesday	15:05 – 15:50
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Transport/parking

There are parking facilities nearby.

Details of the new permanent Mobile service at Gordon:

Gordon Mobile Service

Outside Gordon Primary School
Murrayfield
Gordon
TD3 6LW

Services

A wide range of services will continue to be available.

Access and facilities

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.

New opening times

Wednesday	12:45 – 13:25
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Transport/parking

There are parking facilities nearby.

Details of the new permanent Mobile service at Lilliesleaf

Lilliesleaf Mobile Service

Lilliesleaf Village Hall Car Park
Lilliesleaf
Melrose
TD6 9HX

Services

A wide range of services will continue to be available.

Access and facilities

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.

New opening times

Tuesday	08:30 – 09:00
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Transport/parking

There are parking facilities nearby.

Details of the new temporary Mobile service at Tweed Road

Tweed Road Mobile Service

Outside Lucy Sanderson Hall
Tweed Terrace
Galashiels
TD1 3EF

Services

A wide range of services will continue to be available.

Access and facilities

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.

New opening times

Wednesday	10:15 – 10:45
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Transport/parking

There are parking facilities nearby.

Details of changes to existing Norham Mobile service:

Norham Mobile Post Office, Adjacent to Norham Village Hall, Castle Street, Norham, Berwick Upon Tweed, TD15 2LQ

Current opening times

Monday	09:00 – 11:00
Tuesday	13:45 – 15:45
Wednesday	09:00 – 11:00
Thursday	13:45 – 15:45
Friday	09:00 – 11:00

New opening times

Monday	09:00 – 11:00
Tuesday	13:45 – 14:45
Wednesday	09:00 – 11:00
Thursday	13:45 – 15:45
Friday	09:00 – 11:00

Details of changes to existing Bowden Mobile service:

Bowden Mobile Post Office, At the entrance to Commonsides, The Square, Bowden, Melrose, TD6 0SS

Current opening times

Tuesday	14:00 – 15:00
Wednesday	11:00 – 12:00

New opening times

Tuesday	14:00 – 15:00
Wednesday	11:15 – 12:15

Details of changes to existing Clovenfords Mobile service:

Clovenfords Mobile Post Office, Outside of Caddonlands, Milbank Road, Clovenfords, Galashiels, TD1 3LX

Current opening times

Monday	09:00 – 10:30
Tuesday	09:00 – 10:30
Wednesday	09:00 – 10:30
Thursday	09:00 – 10:30

New opening times

Monday	09:00 – 10:30
Tuesday	09:00 – 10:30
Wednesday	09:00 – 10:00
Thursday	09:00 – 10:30

Details of changes to existing Greenlaw Mobile service:

Greenlaw Mobile Post Office, 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 – 13:20
Thursday	09:00 – 11:00

New opening times

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

Principles of Communities 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 communities

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 communities 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 communities 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 communities 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 Communities 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 Communities Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

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comments@postoffice.co.uk
FREEPOST Your Comments
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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 Communities Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Communities 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.