



Dear Customer

### **East Linton Hosted Outreach service**

We are writing to update you, that we will be restoring the Post Office service to the community in Ayton.

Due to the far, reaching effects of the corona virus pandemic, the new Post Office service in Ayton did not open as previously planned. Please accept our apologies for any inconvenience caused.

We are pleased to let you know that we will now be restoring the Post Office service in Ayton, with the introduction of a Hosted Outreach service, whilst we continue to seek a permanent solution.

The Postmaster from East Linton Post Office will offer the Hosted Outreach Post Office service to the community in Ayton.

The new Hosted Outreach Post Office service will operate from within the Ayton Mini Mart Store, High Street, Ayton, Eyemouth, TD14 5QN, and is scheduled to commence from Thursday 10 May 2021.

Posters will now be displayed at the Ayton Mini Mart and locally, so customers are aware of the change.

The minor changes to the opening hours of the Hosted Outreach services at Stenton and Garvald, took effect on Thursday 14 January 2021.

Further details are provided at the end of this letter.

We will continue to monitor the number of customers using Post Office services.

We're carrying out this notification 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.

Thank you for your support.

Yours faithfully

*Steven Simpson*

**Steven Simpson**  
**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.**

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**Details of the new Hosted Outreach service at Ayton:**

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**Ayton Post Office**

Ayton Mini Mart Store  
High Street  
Ayton  
Eyemouth  
TD14 5QN

**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**

Access at entrance to the Ayton Mini Mart Store is level with a wide door.

Internally, there will be a hearing loop and space for a wheelchair.

**Transport/Parking**

Roadside parking is available outside the Ayton Mini Mart Store and nearby.

**Route**

The new Hosted Outreach Post Office service is located at the same Post Office premises at Ayton Mini Mart Store on the High Street.

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**Opening times**

<b>Monday</b>	<b>13:00 – 15:00</b>
<b>Thursday</b>	<b>13:15 – 15:15</b>

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**Details of the changes to Hosted Outreach Post Office service at Stenton:**

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**Stenton Post Office®**

Stenton Village Hall, Stenton, Dunbar, EH42 1TE

**Current opening times**

Thursday	12:00 – 14:00
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**New opening times**

Thursday	11:00 – 12:00
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**Details of the changes to Hosted Outreach Post Office service at Garvald:**

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**Garvald Post Office®**

Garvald Village Hall, Garvald, Haddington, EH41 4LN

**Current opening times**

Thursday	09:00 – 11:00
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**New opening times**

Thursday	09:15 – 10:15
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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 closure<sup>1</sup>/ 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 representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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 branch<sup>4</sup>
- 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-week<sup>5</sup> 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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<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</sup> 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.