

Dear Customer

Engaging with our customers - Share your views

Restoring Services to Thrumster, Reiss and Keiss as Outreach Services

We are delighted to let you know that following the closure of Thrumster, Reiss and Keiss Mobile services, we are restoring these Post Office services with the introduction of Outreach services to the local communities.

We've been working hard to identify a solution to restore services locally. We are therefore pleased to inform you that the postmaster from Halkirk Post Office has agreed to run the Outreach services, which presents the best possible solution to restore Post Office services to these communities.

The new Outreach services will begin operating at Thrumster and Reiss on Thursday, 6th March 2025. The Keiss service will also commence operations from Tuesday, 11th March 2025. Additional details regarding these services can be found at the end of this letter.

We would like to hear from you

As we are keen to restore services to these communities as soon as possible, we have decided to go ahead with our plans. Restoring these services as an outreach is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, 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 day/s and opening hours?

We will be accepting comments until Tuesday 11 March 2025. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on the reopening of this Post Office service through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the engagement for this service either by branch name, postcode or the unique branch code **210840**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEMPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



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 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.

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

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

David Duff

David Duff
Area Change Manager

Details of the new Outreach Services:

Thrumster Post Office Service		Services
Thrumster Village Hall Stewart Crescent Thrumster KW1 5TS		A range of products and services will be available.
Opening times		Access
Mon	No Service	The Village Hall has a wide door and a step at the entrance.
Tue	No Service	
Wed	No Service	
Thu	14:00 – 15:00	
Fri	No Service	
Sat	No Service	
Sun	No Service	
Getting there		

The Village Hall is located approximately 140 metres from the previous Mobile service location. Parking is available nearby.

Reiss Post Office Service		Services
Reiss and Killimister Village Hall Hartland Road Reiss KW1 4RR		A range of products and services will be available.
Opening times		Access
Mon	No Service	The Village Hall has a wide door and level access at the entrance.
Tue	No Service	
Wed	No Service	
Thu	15:30 – 16:30	
Fri	No Service	
Sat	No Service	
Sun	No Service	
Getting there		

The Village Hall is located approximately 10 metres from the previous Mobile service location. Parking is available nearby.

Details of the new Outreach Services (continued)

Keiss Post Office Service		Services
Keiss Village Hall 5 High Street Keiss KW1 4XB		A range of products and services will be available.
Opening times		Access
Mon	No Service	The Village Hall has a wide door and level access at the entrance.
Tue	14:00 – 15:00	
Wed	No Service	
Thu	No Service	
Fri	No Service	
Sat	No Service	
Sun	No Service	

Getting there

The Village Hall is located approximately 100 metres from the previous Mobile service location. Parking is available nearby.

**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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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.