



Dear Customer

**Johnstone Mobile Service – PA5 8AA**

**Changes to the Mobile Services at Annbank, Eaglesham, Sorn, Chapelton and Tarbolton**

We have made some changes to the Mobile Post Office services that are operated by the postmaster from Johnstone Post Office.

We regret to inform the current Annbank Mobile service operating from Weston Avenue, Annbank, Ayr, KA6 5ET, will cease from Monday 31 July 2023, due to low customer usage.

We would like to apologise for the closure and for any inconvenience this may cause. Customers requiring Post Office facilities may continue to use any Post Office service. Details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

However, we will monitor the local area and look to provide additional services, if required.

We are also making some changes to the current opening hours to the Mobile services at Eaglesham, Sorn, Chapelton and Tarbolton. These changes will also take effect from Monday 31 July 2023.

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

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.

We will continue to 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.

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

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

We do hope that you will support the change we are making.

Yours faithfully

*Scott Hamilton*

**Scott Hamilton**  
**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.

Some branches may need to make changes to their opening hours. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

**Alternatives for Annbank Mobile Post Office Service**  
**Weston Avenue, Annbank, Ayr, KA6 5ET**

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**Mossblown Post Office**

16 Station Road  
Mossblown  
Ayr  
KA6 5DT

**Services**

Offers similar services, with the addition of National Lottery, however excluding, a comprehensive range of Travel Money, and On Demand Travel Insurance.

**Opening times**

Monday to Saturday	06:00 – 21:00
Sunday	07:00 – 20:00

**Access and facilities**

This branch has a wide automatic door and access is via a ramp at the entrance.  
Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 1.4 miles away from Annbank Mobile service, along varied terrain.

There is a dedicated car park adjacent to the branch.

Further roadside parking is available outside the branch and nearby.

There is a regular bus service available between Annbank Mobile service and this Post Office branch.

The nearest bus stop is approximately 110 metres away.

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**Hawkhill Post Office**

2 Lawson Street  
Ayr  
KA8 9LP

**Services**

Offers similar services, with the addition of National Lottery, however excluding, a comprehensive range of Travel Money, Vehicle Tax, and On Demand Travel Insurance.

**Opening times**

Monday	09:00 – 14:00
Tuesday	12:00 – 17:00
Wednesday	09:00 – 17:00
Thursday & Friday	09:00 – 14:00
Saturday	09:00 – 12:00
Sunday	Closed

**Access and facilities**

This branch has a wide door and access is via a ramp or steps with handrails at the entrance.  
Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 5 miles away from Annbank Mobile service, along varied terrain.

Parking is available in the layby outside the branch.

Further roadside parking is available nearby.

There is a regular bus service available between Annbank Mobile service and this Post Office branch.

The nearest bus stop is approximately 500 metres away.

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## Changes to the Mobile service opening hours

### Details of the change to existing Mobile service: Eaglesham

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**Eaglesham Mobile Service**, Outside Premier Store, Glasgow Road,  
Eaglesham, Glasgow, G76 0JQ

#### Current opening times

Tuesday	14:40 – 15:55
Wednesday	13:30 – 14:45

#### New opening times

Tuesday	14:40 – 15:55
Wednesday	13:45 – 14:45

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### Details of the change to existing Mobile services: Sorn

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**Sorn Mobile Service**, At Telephone Box, Main Street, Sorn, Mauchline, KA5 6JB

#### Current opening times

Wednesday	10:15 – 11:00
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#### New opening times

Wednesday	10:30 – 11:15
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### Details of the change to existing Mobile service: Chapelton

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**Chapelton Mobile Service**, Shawton Road, Chapelton, Strathaven, ML10 6RY

#### Current opening times

Wednesday	11:40 – 12:40
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#### New opening times

Wednesday	12:00 – 13:00
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### Details of the change to existing Mobile service: Tarbolton

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**Tarbolton Mobile Service**, Montgomerie Street, Tarbolton, Mauchline, KA5 5QD

#### Current opening times

Wednesday	09:00 – 11:00
Friday	11:00 – 12:30

#### New opening times

Wednesday	09:00 – 10:00
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## **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](https://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 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 local 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 **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.

**These Principles have been agreed with Citizens Advice, Consumer 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, Consumer 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](https://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>2</sup> 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.

<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 <sup>2</sup> and <sup>3</sup> 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.