



Dear Customer

**Changes to Kennoway Mobile service
affecting Lundin Links, Upper Largo, Elie, Crail, Leslie and Anstruther**

We are delighted to let you know that, following the temporary closure of Anstruther Post Office, we have restored Post Office services to the local community on Tuesday 2 August 2022 with the introduction of a temporary Mobile service whilst we continue to seek a permanent solution. The new service is operating from the car park on Shore Street, Anstruther, KY10 3AQ, opposite the previous branch location.

After the previous branch temporary closed on 28 July 2022, we had to identify an alternative to maintain a Post Office service to our customers in the local community. 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.

We are therefore pleased to inform you that the postmaster from Kennoway Post Office is operating the new temporary Mobile service in Anstruther, which presents the best possible solution to maintain Post Office services to the local community. Full details of the new service are provided at the end of this letter.

To accommodate the new Mobile service, there will be some changes to the opening hours of the Mobile Services at Lundin Links, Upper Largo, Elie, Crail and Leslie, also operated by the postmaster from Kennoway Post Office, from Tuesday 2 August 2022.

Further details of the changes to these services are provided at the end of this letter.

We will display posters locally to tell customers the good news. 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're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

Robert Sharp

Robert Sharp
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of the new Mobile service:

Anstruther Mobile Service

Car Park
Shore Street
Anstruther
KY10 3AQ

Opening times

Monday	12:45 – 13:45
Tuesday	12:45 – 13:45
Wednesday	12:45 – 13:45

Services

A range of Post Office products and services are available.

Access and facilities

There is a step into the Mobile vehicle, with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Getting there

This Mobile Post Office service is located in the car park opposite the previous branch location. Parking is available close to where the Mobile van is parked.

Details of the changes to Mobile services in Lundin Links, Upper Largo, Elie, Crail and Leslie

Lundin Links Mobile Service, Links Road, Lundin Links, Fife, KY8 6AQ

Previous opening times

Monday	09:00 -11:00
Tuesday	12:30 – 13:30
Wednesday	10:15 – 11:15

New opening times

Monday	09:00 – 10:00
Tuesday	11:20 - 12:20
Wednesday	10:15 – 11:15

Upper Largo Mobile Service, Main Street, Upper Largo, Fife, KY8 6EJ

Previous opening times

Monday	11:15 – 12:15
Wednesday	11:25 – 12:25

New opening times

Monday	10:15 – 11:15
Wednesday	11:25 – 11:55

Elie Mobile Service, Links Place, Elie, Leven, KY9 1AX

Previous opening times

Monday	12:30 – 13:30
Wednesday	12:30 – 13:30

New opening times

Monday	11:30 - 12:30
Wednesday	12:00 – 12:30

Crail Mobile Service, High Street South, Crail, Anstruther, KY10 3TE

Previous opening times

Monday	13:45 – 15:45
Tuesday	14:00 – 15:45
Wednesday	13:45 – 15:45

New opening times

Monday	14:00 – 15:45
Tuesday	14:00 – 15:45
Wednesday	14:00 – 15:45

Leslie Mobile Service, 281-283 High Street, Leslie, Glenrothes, KY6 3AX

Previous opening times

Tuesday	10:15 – 11:15
Wednesday	09:00 – 10:00

New opening times

Tuesday	09:00 – 10:00
Wednesday	09:00 – 10:00

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 **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 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, 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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.