



Dear Customer

### **Changes to Kennoway Mobile Service**

We are pleased to let you know that we have restored Post Office services to the community of Lower Largo with the introduction of a Mobile service which commenced on 23 October 2018. Please accept my apology for the late notification on this occasion.

Since the closure of the above branch we have continued to work to identify a solution to restore service to the local community. 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 Kennoway Post Office is providing service to the above location. The establishment of Mobile services presents the best possible solution to restore Post Office service to this community.

In addition to these services, we have also provided temporary Mobile services to Balbeggie, Glencarse, Burrelton from week commencing 22 October 2018 and to Leslie from 12 January 2019, while we continue to seek a permanent solution.

In addition to introducing the new services above, we are pleased to let you know that we have been able to increase service times for Lundin Links, Lower Largo and Elie from week commencing 22 October 2018. To accommodate those extensions of opening times and new Mobile services, there have been some changes to the current services at Crail, Dunshalt, Spittalfield, Guildtown, Rait and Rhynd from the same date.

I know that the local community will welcome this good news and hope that you and our customers will continue to use the 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 services, please write to me via the Communication and Consultation Team at the address shown below. 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're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

*Graham Turncock*  
**Graham Turncock**  
**Area Network 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

**This is all you need to add to your envelope for your letter to reach us**

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.



Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [postoffice.co.uk/privacy](https://postoffice.co.uk/privacy)

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.

## Details of the new Mobile service at Lower Largo:

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### Lower Largo Mobile service

Crusoe Hotel Car Park  
2 Main Street  
Lower Largo  
Fife  
KY8 6BT

### New opening times

Tuesday	12:40 – 13:40
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### 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.

### Transport/parking

Parking available close to the Mobile Van.

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## Details of the increased opening times:

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### Lundin Links Mobile service

Links Road  
Lundin Links  
Fife  
KY8 6AQ

### New opening times

Monday	09:00 – 11:00
Tuesday	10:30 – 12:30
Wednesday	09:00 – 11:00

### Services

The wide range of services are 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.

### Transport/parking

Parking available close to the Mobile Van.

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### Elie Mobile service

High Street  
Elie  
Fife  
KY9 1BY

### New opening times

Monday	12:45 – 13:45
Wednesday	12:30 – 13:30

### Services

The wide range of services are 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.

### Transport/parking

Parking available close to the Mobile Van.

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### Upper Largo Mobile service

Main Street  
Upper Largo  
Fife  
KY8 6EJ

### New opening times

Monday	11:15 – 12:15
Wed	11:10 – 12:10

### Services

The wide range of services are 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.

### Transport/parking

Parking available close to the Mobile Van.

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## Details of the changed opening times:

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### Dunshalt Mobile service

Along Main Street  
Dunshalt  
Fife  
KY14 7EX

#### Proposed opening times

Tuesday	09:00 – 10:00
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### Services

The wide range of services are 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.

### Transport/parking

Parking available close to the Mobile Van.

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### Craik Mobile service

High Street  
Craik  
Fife  
KY10 3TE

#### Proposed opening times

Monday	14:00 – 16:00
Tuesday	14:00 – 16:00
Wednesday	14:00 – 16:00

### Services

The wide range of services will 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.

### Transport/parking

Parking available close to the Mobile Van.

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### Spittalfield Mobile service

The Green,  
Spittalfield  
PH1 4JU

#### New opening times

Thursday	10:45 – 11:45
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### Services

The wide range of services are 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.

### Transport/parking

Parking available close to the Mobile Van.

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### Guildtown Mobile service

The Garage  
Main Road  
Guildtown  
PH2 6BS

#### New opening times

Thursday	12:00 – 13:00
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### Services

The wide range of services are 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.

### Transport/parking

Parking available close to the Mobile Van.

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### Rait Mobile service

Rait Antiques Centre  
Rait  
PH2 7RT

#### New opening times

Friday	12:15 – 13:15
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### Services

The wide range of services are 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.

### Transport/parking

Parking available close to the Mobile Van.

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**Rhynd Mobile service**

Main Road  
Rhynd  
Perth  
PH2 8QG

**New opening times**

Friday	13:30 – 14:30
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**Services**

The wide range of services are 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.

**Transport/parking**

Parking available close to the Mobile Van.

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**Details of the temporary Mobile services at Balbeggie:**

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Main Street  
Balbeggie  
PH2 6EZ

**Opening times**

Thursday	13:15 – 14:15
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**Services**

The wide range of services are 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.

**Transport/parking**

Parking available close to the Mobile Van.

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**Details of the temporary Mobile services at Glencarse:**

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Errol Road  
St Madoes  
PH2 7NF

**Opening times**

Thursday	14:30 – 15:30
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**Services**

The wide range of services are 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.

**Transport/parking**

Parking available close to the Mobile Van.

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**Details of the temporary Mobile services at Burrelton:**

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High Street  
Burrelton  
PH13 9NX

**Opening times**

Friday	11:00 – 12:00
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**Services**

The wide range of services are 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.

**Transport/parking**

Parking available close to the Mobile Van.

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## Details of the temporary Mobile services at Leslie:

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High Street  
281-283 High Street  
Leslie  
Fife  
KY6 3AX

### Opening times

Saturday	09:00 – 13:00
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### Services

The wide range of services are 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.

### Transport/parking

Parking available close to the Mobile Van.

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**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**

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**  
**comments@postoffice.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.