



Dear Customer

**Kennoway Mobile Service®**

We confirm that 11 Mobile services, provided by Kennoway Post Office, commenced operating on 15 March 2018.

We received individual responses from 44 customers and 3 local representatives during the consultation period. The feedback welcomed the restoration of Post office service in the village, but commented that the proposed opening times may not adequately meet the needs of the local community. Further feedback commented on possible locations for the stops and linking the service times with availability of public transport.

We do understand that for some customers the service times may be less convenient. However, we believe that these hours will meet the needs of our customers, whilst allowing us to maintain a sustainable service in the longer term. As some of the service points are operated along busy main streets, the service locations can frequently change depending on parking availability. In regards of arranging service times in accordance with public transport, the priority was given to maximise the availability of the van and operator over 11 sites. However, we will continue to review and monitor the service on an ongoing basis and try to accommodate the needs of our customers as much possible.

We have carefully considered our original proposal and I am confident that the introduction of a Mobile service is the correct course of action to take and will meet the needs of our customers in the local community. Details of the new services are provided at the end of this letter and posters will now be displayed locally to let customers know about this decision.




This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

Thank you for considering our proposal.

Yours faithfully

**Kenny Lamont**  
**Network Operations Area Manager**

## How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

## Details of the proposed new Mobile services:

### Lundin Links Mobile service

Along Links Road  
Lundin Links  
Fife  
KY8 6AQ

#### Proposed opening times

Monday	09:00 – 11:00
Wednesday	11:30 – 13:30

### 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.

### Upper Largo Mobile service

Along Main Street  
Upper Largo  
Fife  
KY8 6EJ

#### Proposed opening times

Monday	11:15 – 12:15
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### 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.

### Elie Mobile service

Along High Street  
Elie  
Fife  
KY9 1BY

#### Proposed opening times

Monday	12:45 – 13:45
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### 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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**Crail Mobile service**

Along High Street  
Crail  
Fife  
KY10 3TE

**Proposed opening times**

Monday	14:00 – 16:00
Tuesday	14:30 – 16:30
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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**Dunshalt Mobile service**

Along Main Street  
Dunshalt  
Fife  
KY14 7EX

**Proposed opening times**

Tuesday	11:30 – 13:30
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**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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**Crossgates Mobile service**

Along Main Street  
Crossgates  
Fife  
KY4 8DA

**Proposed opening times**

Tuesday	09:00 – 11:00
Wednesday	09:00 – 11:00

**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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**Dunkeld Mobile service**

North End Car Park  
Atholl Street  
Dunkeld  
Fife  
PH8 0AR

**Proposed opening times**

Thursday	09:30 – 10:30
Friday	09:30 – 10:30

**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

**Proposed opening times**

Thursday	11:00 – 12:00
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**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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**Guildtown Mobile service**

The Garage  
Main Road  
Guildtown  
PH2 6BS

**Proposed opening times**

Thursday	12:30 – 13:30
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**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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**Rait Mobile service**

Rait Antiques Centre  
Rait  
PH2 7RT

**Proposed opening times**

Friday	11:30 – 12:30
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**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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**Rhynd Mobile service**

Along Main Road  
Rhynd  
Perth  
PH2 8QG

**Proposed opening times**

Friday	13:30 – 14:30
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**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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**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**