



Dear Customer

**Kennoway Mobile Service®**

**Local Public Consultation**

We are proposing to restore Post Office services to the communities of Crossgates, Spittalfield, Guildtown, Rait, Rhynd, Lundin Links, Upper Largo, Elie, Crail, Dunshalt and Dunkeld with the introduction of a Mobile service.

Since the closure of the above services we have continued to work to identify a solution to restore services to the local communities. We are therefore planning to introduce 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 willing to offer services to the above locations. The establishment of Mobile services presents the best possible solution to restore Post Office services to these communities.

Full details of the proposed new services are provided at the end of this letter.

**Consulting on the proposed changes**

We're now starting a 6 week local public consultation and would like you to tell us what you think about the proposal. Before we finalise our plans, we would like to hear your views particularly on the following areas:

- How suitable do you think the new locations are and how easy is it to get there
- Do you have any comments on the proposed days and opening hours
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If we were to proceed with this proposal is there anything we could do to make it easier for customers

We have enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are 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". Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for these services either by entering branch name, postcode or the unique branch codes:

Kennoway KY8 5JS - 256844

[postofficeviews.co.uk](https://postofficeviews.co.uk)

## Dates for local public consultation:

Local Public Consultation starts	1 February 2018
Local Public Consultation ends	15 March 2018

To restore Post Office services as quickly as possible to the local communities, we may introduce the services during consultation period however, we still welcome your feedback on the proposed services, and the period of consultation will remain open until 15 March 2018.

We're carrying out consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

We will inform our customers of the final plans by displaying posters locally.

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)
-  Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use  
and no further address details are required.**

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.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered

**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.**

## Details of the proposed new Mobile services:

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### **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.

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### **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.

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### **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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## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [postofficeviews.co.uk](https://postofficeviews.co.uk)