



Dear Customer

Local public consultation – Decision

**Port Bannatyne Post Office
46 Marine Road, Port Bannatyne, Isle of Bute, PA20 0LW**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into 44 Marine Road, Port Bannatyne, Isle of Bute, PA20 0LW, where it will continue to be operated by the existing postmaster.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch closed Wednesday 19 July 2023, and the new branch opened, at 44 Marine Road, on Monday 31 July 2023. Please accept my apologies for the late notification on this occasion and for the short break in service during the transfer of the branch.

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

Kenny Lamont

**Kenny Lamont
Network Provision Manager
Post Office Limited**

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.

Appendix A

Response to Local Public Consultation

Consultation started 2 June 2023

Consultation ended 14 July 2023

Consultation responses

- 3 responses from customers

We received positive feedback from customers during the local public consultation period. Customers supported the move of the branch and welcomed the retention of Post Office services to the local community in Port Bannatyne.

Customers felt that the new branch will remain within the village, providing the same Post Office products and services from a larger, spacious premises and that the local residents will continue to benefit from the same opening hours.

We recognise that the Post Office plays an important part in the lives of customers, and we want to make our services as accessible as possible. Currently, there is a step at the entrance to the new premises. The postmaster will provide a portable ramp to help customers with mobility issues or wheelchair users, or those with buggies and prams get into the premises. To let customers know that a ramp is available, there will be a clearly visible sign at the entrance of the store explaining how to request the ramp. There will also be a bell for customers to ring for assistance and both this and the sign will be accessible to wheelchair users. Staff will respond promptly to any requests.

We are confident that the new Post Office service will be suitably located and will meet customer needs, whilst helping to provide future sustainability for the branch.

Appendix B

Port Bannatyne Post Office Information Sheet

44 Marine Road
Port Bannatyne
Isle of Bute
PA20 0LW

New opening hours

Monday	09:00 – 14:30
Tuesday	09:00 – 14:30
Wednesday	09:00 – 12:00
Thursday	09:00 – 14:30
Friday	09:00 – 14:30
Saturday	09:00 – 12:00
Sunday	Closed

**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**

Products & Services

The same range of Post Office products and services will continue to be available.

Serving positions

There will be a Post Office serving point at the retail counter.

Access

Currently, there is a step at the entrance to the new premises with a wide door.

The postmaster will provide a portable ramp to help customers with mobility issues or wheelchair users, get into the premises.

To let customers, know that a ramp is available, there will be a clearly visible sign at the entrance of the store explaining how to request the ramp. There will also be a bell for customers to ring for assistance and both this and the sign will be accessible to wheelchair users. Staff will respond promptly to any requests. Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new branch will be located next door from the previous branch.

Roadside parking will be available outside the new premises.

Further roadside parking will be available along Marina Road and nearby.

Retail

Convenience store and Café

Date of move

Monday 31 July 2023

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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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, 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
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FREEPOST Your Comments

¹ 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.

² 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.

³ 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.

⁴ 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 ³ and ⁴ 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.