



Dear Customer

Local public consultation - Have your say

Strathcarron Centre Post Office

Previously located at: Strathcarron Mailroom, Strathcarron Sorting Office, Strathcarron, IV54 8YR

We have moved the above Post Office Hosted Outreach service to a new location - Strathcarron Hotel, Strathcarron, IV54 8YR.

Why we relocated this service?

The previous premises were no longer available for Post Office use after Wednesday 1 June 2022. We therefore identified an alternative location for postmaster from Locharron Post Office to continue to offer Post Office services to the local community. This Post Office Hosted Outreach service relocated to Strathcarron Hotel, Strathcarron, IV54 8YR on Friday 3 June 2022.

We'd like your help

Whilst we have already relocated this Hosted Outreach service, we would still like your views on access at the new location. Therefore, we're now commencing a local public consultation and would like to hear your views, particularly around the following questions:

- **Are the new premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the Post Office move?**
- **Is there anything we could do to make it easier for customers?**

| | |
|----------------------------------|---------------------|
| Local Public Consultation starts | 7 June 2022 |
| Local Public Consultation ends | 19 July 2022 |

In order to maintain a Post Office service to our customers in Strathcarron, the Hosted Outreach service relocated on Friday 3 June 2022 to the Strathcarron Hotel. However, this does not affect the period of public consultation which is ongoing until Tuesday 19 July 2022.

You can share your views on the change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for the Strathcarron Centre Post Office either by service name, postcode or the unique service code **182471**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



Good to know

- The postmaster from Locharron Post Office has set up a serving point within Strathcarron Hotel to provide a range of Post Office products and services.
- All staff employed to provide this Post Office service are trained to the highest standards with on-going training on products and services, as well as operational and service related matters.
- Posters and leaflets will now be displayed locally to let customers know about the relocation and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for this Post Office service.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Consultation is available at the end of this letter.

If you are a local representative, 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 the changes to Strathcarron Centre Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our plans.

Yours faithfully

Kenny Lamont

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

Strathcarron Centre Post Office Information Summary

| Previous Location | New Location |
|--|---|
| Strathcarron Mailroom Strathcarron Sorting Office Strathcarron IV54 8YR | Strathcarron Hotel Strathcarron IV54 8YR |

Previous opening hours

| | |
|-----------|---------------|
| Wednesday | 13:30 – 15:30 |
| Friday | 13:30 – 15:30 |

Current opening hours

| | |
|-----------|---------------|
| Wednesday | 13:30 – 15:30 |
| Friday | 13:30 – 15:30 |

During the Coronavirus pandemic the branch may need to make changes to its 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 products and services are available,

Serving positions

There is one serving position located within Strathcarron Hotel.

Access

The Post Office service can be accessed by the right-side door next to the hotel's main entrance. This side entrance has a small step and postmaster is willing to provide assistance by request. We are committed to ensure that all customers can access the new premises and will consider any further improvements if necessary.

Getting there

The new premises are located approximately 90 metres away from the previous service location, along level terrain. There is a customer car park directly outside the new premises.

Retail

Hotel

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 **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, 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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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.