



Dear customer

Changes to Tarbert Mobile Services
Affecting Tayinloan and Inveraray

We are really pleased to let you know that we are restoring Post Office services to the community of Tayinloan with the introduction of a permanent Mobile service, this will be in a new location: outside Village Hall, Tayinloan, Argyll and Bute, PA29 6XG. The new Mobile service will commence on Monday 26 September 2022 at 11:30 and will be operated by the Postmaster from Tarbert Post Office.

Since the closure of the above service we have continued to work to identify a solution to restore Post Office services to the local community. 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.

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. I'm therefore pleased to inform you that the postmaster from Tarbert Post Office is willing to offer services at two new locations, Skipness Mobile Service, operating from Ferry Terminal, Claonaig, Argyll and Bute, PA29 6YF and Kilmartin Mobile Service, operating from Kilmartin Village, Kilmartin, Argyll and Bute, PA31 8RQ. Both new services will also commence on Monday 26 September 2022.

To accommodate the new Mobile services there will be some changes to the current hours at Inveraray, also operated by the postmaster from Tarbert.

Full details of these mobile services are provided at the end of the letter.

We will display posters locally to tell customers the good news. 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 what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We are keen to restore services to the community of Tayinloan as soon as possible, so we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the day and opening hours?

We will be accepting comments until Thursday 29 September 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new service are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for this service either by service name, postcode, or the unique code **105444**.

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

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

We do hope that you will support this new service.

Yours faithfully

Scott Hamilton

Scott Hamilton
Network Provision Lead

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.



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 services:

Tayinloan Mobile Service

Outside Village Hall
Tayinloan
Argyll and Bute
PA29 6XG

Opening times

Wednesday	11:30 – 12:30
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Services

A range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Getting there

This Mobile Post Office service is located approximately 35 metres away from the previous branch location, along varied terrain. Parking is available close to where the Mobile van will be parked.

Skipness Mobile Service

Ferry Terminal
Claonaig
Argyll and Bute
PA29 6YF

Opening times

Wednesday	09:30 – 10:30
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Services

A range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Kilmartin Mobile Service

Kilmartin Village
Kilmartin
Argyll and Bute
PA31 8RQ

Opening times

Wednesday	14:00 – 15:00
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Services

A range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available close to where the Mobile van will be parked.

Details of the change to existing Mobile service:

**Inveraray Mobile Service, Council Public Car Park, The Avenue, Inveraray
Argyll and Bute, PA32 8UQ**

Current opening times

Tuesday	11:00 – 14:00
Thursday	11:00 – 14:00

New opening times

Monday	11:00 – 14:00
Friday	11:00 – 14:00

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 **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 local elected representatives², the Consumer Advocacy Bodies and selected charities³, 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.

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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² 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.

³ 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.