



Dear Customer

Changes to Wick Mobile Services

Affecting Reiss, Latheron, Keiss, Thrumster, Mey, Auckengill, Canisbay, Mid Clyth, Berriedale, Westerdale and Pulteneytown Mobile Services

We are writing to inform you that, regrettably, the operator of Wick Mobile Service has resigned, and therefore the above mobile services will cease operating from Thursday 23 May 2024 at 15:45.

The Post Office has undertaken a comprehensive review of the network provision to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, it has informed our plans for the Post Office network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. As a result, we are not currently looking to replace the services at Latheron, Mey, Auckengill, Canisbay, Mid Clyth, Berriedale, Westerdale and Pulteneytown.

However, we would be looking to restore the services at Reiss, Keiss and Thrumster if we can identify a postmaster in the surrounding area who is willing to operate these services and a location (such as a village, community or church hall) where the service can operate from. In exploring this, any future service must be sustainable for the person operating it, and for Post Office Limited.

We apologise for the inconvenience the unplanned closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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

Yours faithfully

David A Duff

David A Duff
Network Provision Lead

How to contact us:

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.**

Alternative branches

There are times our branches 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

Alternatives Post Office services for Reiss Mobile Service Located at: Nordwall Park, Reiss, Wick, Caithness, KW1 4SA

Wick Post Office

Macleay Lane
Wick
KW1 4EB

Opening times

| | |
|--------------------------|--------------------------------|
| Monday - Thursday | 09:00 - 12:30 13:00 - 16:00 |
| Friday, Saturday, Sunday | Closed |

Services

Offers similar services, however excluding on Demand Travel Insurance.

Access

This branch has a wide door and a ramp with a handrail at the entrance.

Getting there

This Post Office service is located approximately 3.4 miles away from Reiss Mobile Service, along varied terrain. Roadside parking is available nearby. There is a frequent bus service available between Reiss Mobile Service and this Post Office service. The nearest bus stop is approximately 230 metres away.

Castletown Post Office

Main Street
Castletown
Thurso
KW14 8TU

Opening times

| | |
|-----------------|---------------|
| Monday - Friday | 09:00 – 17:00 |
| Saturday | 09:00 – 12:00 |
| Sunday | 09:00 – 13:00 |

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 12.4 miles away from Reiss Mobile Service, along varied terrain. There is a car park available nearby. There is a frequent bus service available between Reiss Mobile Service and this Post Office service. The nearest bus stop is approximately 110 metres away.

Alternatives Post Office services for Keiss Mobile Service

Located at: Keiss, Wick, Caithness, KW1 4XB

Wick Post Office

Macleay Lane
Wick
KW1 4EB

Services

Offers similar services, however excluding on Demand Travel Insurance.

Access

This branch has a wide door and a ramp with a handrail at the entrance.

Opening times

| | |
|--------------------------|--------------------------------|
| Monday - Thursday | 09:00 - 12:30 13:00 - 16:00 |
| Friday, Saturday, Sunday | Closed |

Getting there

This Post Office service is located approximately 7.8 miles away from Keiss Mobile Service, along varied terrain. There is a carpark available outside the branch. There is a frequent bus service available between Keiss Mobile Service and this Post Office service. The nearest bus stop is approximately 230 metres away.

Castletown Post Office

Main Street
Castletown
Thurso
KW14 8TU

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and level access at the entrance.

Opening times

| | |
|-----------------|---------------|
| Monday - Friday | 09:00 – 17:00 |
| Saturday | 09:00 – 12:00 |
| Sunday | 09:00 – 13:00 |

Getting there

This Post Office service is located approximately 13.3 miles away from Keiss Mobile Service, along varied terrain. There is a car park available nearby. There are no direct bus services available between Keiss Mobile Service and this Post Office.

Alternatives Post Office services for Thrumster Mobile Service
Located at: Stewart Crescent, Thrumster, Wick, KW1 5TS

Wick Post Office

Macleay Lane
Wick
KW1 4EB

Services

Offers similar services, however excluding on Demand Travel Insurance.

Access

This branch has a wide door and a ramp with a handrail at the entrance.

Opening times

| | |
|--------------------------|--------------------------------|
| Monday - Thursday | 09:00 - 12:30 13:00 - 16:00 |
| Friday, Saturday, Sunday | Closed |

Getting there

This Post Office service is located approximately 4.2 miles away from Thrumster Mobile Service, along varied terrain. There is a carpark available outside the branch. There is a frequent bus service available between Thrumster Mobile Service and this Post Office service. The nearest bus stop is approximately 230 metres away.

Lybster Post Office

Main Street
Lybster
Caithness
KW3 6AE

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and level access at the entrance.

Opening times

| | |
|-----------------|---------------|
| Monday - Friday | 09:00 – 17:00 |
| Saturday | 09:00 – 12:00 |
| Sunday | 09:00 – 13:00 |

Getting there

This Post Office service is located approximately 9.8 miles away from Thrumster Mobile Service, along varied terrain. Roadside parking is available outside the branch. There is a frequent bus service available between Thrumster Mobile Service and this Post Office service. The nearest bus stop is directly outside the branch.

Alternatives Post Office services for Latheron Mobile Service
Located at: Latheron Village Hall Car Park, Latheron, KW5 6DL

Dunbeath Post Office

Dunbeath
Dunbeath
Caithness
KW6 6EA

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and a step with grab rails at the entrance.

Opening times

| | |
|-----------------|--------------------------------|
| Monday, Tuesday | 09:00 – 12:30 |
| Wednesday | 13:30 – 17:00 |
| Thursday | 09:00 – 13:00 |
| Friday | 09:00 – 13:30 15:30 – 17:30 |
| Saturday | 09:00 – 12:30 |
| Sunday | Closed |

Getting there

This Post Office service is located approximately 4.1 miles away from Latheron Mobile Service, along varied terrain. There is a carpark available outside the branch. There is a frequent bus service available between Latheron Mobile Service and this Post Office service. The nearest bus stop is approximately 70 metres away.

Lybster Post Office

Main Street
Lybster
Caithness
KW3 6AE

Services

Offers similar services, however excluding On Demand Travel Insurance and Dollars Travel Money.

Access

This branch has a wide door and level access at the entrance.

Opening times

| | |
|-----------------|---------------|
| Monday - Friday | 09:00 – 17:00 |
| Saturday | 09:00 – 12:00 |
| Sunday | 09:00 – 13:00 |

Getting there

This Post Office service is located approximately 4.1 miles away from Latheron Mobile Service, along varied terrain. Roadside parking is available outside the branch. There is a frequent bus service available between Latheron Mobile Service and this Post Office service. The nearest bus stop is directly outside the branch.

Alternative Post Office services for Mey Mobile Service

Located at: Castle Arms Hotel, Mey, Thurso, KW14 8XH

John O Groats Post Office

Main Road
John O Groats
Wick
KW1 4YR

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and a step with a grab rail at the entrance.

Opening hours

| | |
|-----------------|---------------|
| Monday - Friday | 09:00 – 17:30 |
| Saturday | 09:00 – 17:00 |
| Sunday | Closed |

Getting there

This Post Office service is located approximately 6.8 miles away from Mey Mobile Service, along varied terrain. Parking is available nearby the branch. There is a frequent bus service available between Mey Mobile Service and this Post Office service. The nearest bus stop is approximately 10 metres away.

Castletown Post Office

Main Street
Castletown
Thurso
KW14 8TU

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and level access at the entrance.

Opening times

| | |
|-----------------|---------------|
| Monday - Friday | 09:00 – 17:00 |
| Saturday | 09:00 – 12:00 |
| Sunday | 09:00 – 13:00 |

Getting there

This Post Office service is located approximately 7.7 miles away from Mey Mobile Service, along varied terrain. There is a car park available nearby. There is a frequent bus service available between Mey Mobile Service and this Post Office service. The nearest bus stop is approximately 110 metres away.

Alternative Post Office services for Auckengill Mobile Service
Located at: Village Hall, Auckengill, Caithness, KW1 4XP

John O Groats Post Office

Main Road
John O Groats
Wick
KW1 4YR

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and a step with a grab rail at the entrance.

Opening hours

| | |
|-----------------|---------------|
| Monday - Friday | 09:00 – 17:30 |
| Saturday | 09:00 – 17:00 |
| Sunday | Closed |

Getting there

This Post Office service is located approximately 6.3 miles away from Auckengill Mobile Service, along varied terrain. Parking is available nearby the branch. There is a frequent bus service available between Auckengill Mobile Service and this Post Office service. The nearest bus stop is approximately 10 metres away.

Wick Post Office

Macleay Lane
Wick
KW1 4EB

Services

Offers similar services, however excluding on Demand Travel Insurance.

Access

This branch has a wide door and a ramp with a handrail at the entrance.

Opening times

| | |
|--------------------------|--------------------------------|
| Monday - Thursday | 09:00 - 12:30 13:00 - 16:00 |
| Friday, Saturday, Sunday | Closed |

Getting there

This Post Office service is located approximately 9.8 miles away from Auckengill Mobile Service, along varied terrain. There is a carpark available outside the branch. There is a frequent bus service available between Auckengill Mobile Service and this Post Office service. The nearest bus stop is approximately 230 metres away.

Alternative Post Office services for Canisbay Mobile Service
Located at: Car Park, Canisbay Village Hall, Canisbay, Caithness, KW1 4YH

John O Groats Post Office

Main Road
John O Groats
Wick
KW1 4YR

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and a step with a grab rail at the entrance.

Opening hours

| | |
|-----------------|---------------|
| Monday - Friday | 09:00 – 17:30 |
| Saturday | 09:00 – 17:00 |
| Sunday | Closed |

Getting there

This Post Office service is located approximately 2.5 miles away from Canisbay Mobile Service, along varied terrain. Parking is available nearby the branch. There is a frequent bus service available between Canisbay Mobile Service and this Post Office service. The nearest bus stop is approximately 190 metres away.

Castletown Post Office

Main Street
Castletown
Thurso
KW14 8TU

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and level access at the entrance.

Opening times

| | |
|-----------------|---------------|
| Monday - Friday | 09:00 – 17:00 |
| Saturday | 09:00 – 12:00 |
| Sunday | 09:00 – 13:00 |

Getting there

This Post Office service is located approximately 11.8 miles away from Canisbay Mobile Service, along varied terrain. There is a car park available nearby. There is a frequent bus service available between Canisbay Mobile Service and this Post Office service. The nearest bus stop is approximately 110 metres away.

Alternative Post Office services for Mid Clyth Mobile Service
Located at: End of Old Post Office Drive, Mid Clyth, Caithness, KW3 6BA

Lybster Post Office

Main Street
Lybster
Caithness
KW3 6AE

Services

Offers similar services, however excluding On Demand Travel Insurance and Dollars Travel Money.

Access

This branch has a wide door and level access at the entrance.

Opening times

| | |
|-----------------|---------------|
| Monday - Friday | 09:00 – 17:00 |
| Saturday | 09:00 – 12:00 |
| Sunday | 09:00 – 13:00 |

Getting there

This Post Office service is located approximately 4 miles away from Mid Clyth Mobile Service, along varied terrain. Roadside parking is available outside the branch. There is a frequent bus service available between Mid Clyth Mobile Service and this Post Office service. The nearest bus stop is directly outside the branch.

Wick Post Office

Macleay Lane
Wick
KW1 4EB

Services

Offers similar services, however excluding on Demand Travel Insurance.

Access

This branch has a wide door and a ramp with a handrail at the entrance.

Opening times

| | |
|--------------------------|--------------------------------|
| Monday - Thursday | 09:00 - 12:30 13:00 - 16:00 |
| Friday, Saturday, Sunday | Closed |

Getting there

This Post Office service is located approximately 10.5 miles away from Mid Clyth Mobile Service, along varied terrain. There is a carpark available outside the branch. There is a frequent bus service available between Mid Clyth Mobile Service and this Post Office service. The nearest bus stop is approximately 230 metres away.

Alternative Post Office services for Berriedale Mobile Service
Located at: The Portland Hall, Berriedale, Caithness, KW7 6HD

Dunbeath Post Office

Dunbeath
Dunbeath
Caithness
KW6 6EA

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and a step with grab rails at the entrance.

Opening times

| | |
|-----------------|--------------------------------|
| Monday, Tuesday | 09:00 – 12:30 |
| Wednesday | 13:30 – 17:00 |
| Thursday | 09:00 – 13:00 |
| Friday | 09:00 – 13:30 15:30 – 17:30 |
| Saturday | 09:00 – 12:30 |
| Sunday | Closed |

Getting there

This Post Office service is located approximately 5.7 miles away from Berriedale Mobile Service, along varied terrain. There is a carpark available outside the branch. There is a frequent bus service available between Berriedale Mobile Service and this Post Office service. The nearest bus stop is approximately 70 metres away.

Helmsdale Post Office

2 Dunrobin Street
Helmsdale
KW8 6JA

Services

Offers similar services, however excluding On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and a step at the entrance.

Opening times

| | |
|-------------------|---------------|
| Monday - Friday | 09:00 – 15:00 |
| Saturday - Sunday | 09:00 – 12:00 |

Getting there

This Post Office service is located approximately 8.7 miles away from Berriedale Mobile Service, along varied terrain. Roadside parking is available nearby. There is a regular bus service available between Berriedale Mobile Service and this Post Office service. The nearest bus stop is approximately 270 metres away.

Alternative Post Office services for Westerdale Mobile Service

Located at: Parking Area Enterprise Engineering, Westerdale, Caithness, KW12 6UP

Halkirk Post Office

Crescent Street
Halkirk
KW12 6XN

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Dollars Travel Money.

Access

This branch has a wide door and a step at the entrance.

Opening times

| | |
|-------------------|---------------|
| Monday - Friday | 09:00 – 13:00 |
| Saturday - Sunday | Closed |

Getting there

This Post Office service is located approximately 7.2 miles away from Westerdale Mobile Service, along varied terrain. There is a carpark available outside the branch. There are no direct bus services available between Westerdale Mobile Service and this Post Office.

Watten Post Office

Thurso Road
Watten
Wick
KW1 5XG

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and level access at the entrance.

Opening times

| | |
|-----------------|--------------------------------|
| Monday - Friday | 09:00 – 13:00 14:00 – 17:00 |
| Saturday | 09:00 – 12:30 |
| Sunday | Closed |

Getting there

This Post Office service is located approximately 10.2 miles away from Westerdale Mobile Service, along varied terrain. There is a time restricted car park available. There are no direct bus services available between Westerdale Mobile Service and this Post Office.

Alternative Post Office services for Pulteneytown Mobile Service

Located at: MacArther Street, Pulteneytown, Wick, KW1 5AX

Wick Post Office

Macleay Lane
Wick
KW1 4EB

Services

Offers similar services, however excluding on Demand Travel Insurance.

Access

This branch has a wide door and a ramp with a handrail at the entrance.

Opening times

| | |
|--------------------------|--------------------------------|
| Monday - Thursday | 09:00 - 12:30 13:00 - 16:00 |
| Friday, Saturday, Sunday | Closed |

Getting there

This Post Office service is located approximately 750 metres away from Pulteneytown Mobile Service, along varied terrain. There is a carpark available outside the branch. There are no direct bus services available between Pulteneytown Mobile Service and this Post Office.

Watten Post Office

Thurso Road
Watten
Wick
KW1 5XG

Services

Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Euros & Dollars Travel Money.

Access

This branch has a wide door and level access at the entrance.

Opening times

| | |
|-----------------|--------------------------------|
| Monday - Friday | 09:00 – 13:00 14:00 – 17:00 |
| Saturday | 09:00 – 12:30 |
| Sunday | Closed |

Getting there

This Post Office service is located approximately 8.4 miles away from Pulteneytown Mobile Service, along varied terrain. There is a time restricted car park available There is a regular bus service available between Pulteneytown Mobile Service and this Post Office service. The nearest bus stop is approximately 80 metres away.

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure¹/planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

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
Comments@postoffice.co.uk
FREEPOST Your Comments
Call: 03452 66 01 15
Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.