



Development  
Trusts Association  
Scotland

A Thriving Community-led Network

# Development Trusts *In Action*

**POST OFFICES**

*DTAS Members are delivering post offices, essential services for their communities and providing an important source of social interaction across the country*

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# Cranhill Development Trust

 East Glasgow

## About the Trust:

The Trust aim to create a vibrant urban village where people feel safe, hopeful for the future and connected to their neighbours. The local postmaster retiring in 2022 gave the Trust the opportunity to reopen this key service for its residents, integrating it with a community shop.

## Core Themes:

- **Employability**
- **Welfare**
- **Wellbeing**
- **Learning**
- **Integration**

## Challenges Faced:

Finding the right staff for the Trust's Cabin Community shop was challenging in the beginning. However, since then, CDT has employed a dedicated team who have retail and post office experience alongside an understand of what the community wants and needs.

## Post Office Services:

- The Post Office deposits cheques, mail, receives parcel returns and allows people to pay bills.
- It offers an exact cash machine for public transport fares and smaller sums of money.
- Distributes fuel vouchers to customers who struggle with paying for their gas and electric meters.
- The Shop supplies requests from the community including many spices are stocked to cater to a variety of cuisines.
- The Post Office has enabled CDT to better understand the needs and issues of their community through continuous interaction of running a shop with essential items.
- As a result, residents are often referred to the Trust for additional support and activities from the Post Office team



Post Office



Refillery Section

# Kyle of Sutherland Development Trust

 Sutherland, North East Highlands



Post Office in Bonar Bridge

## About the Trust:

The Trust was established in 2011 to help to maintain a strong sense of place, make a difference to local people's lives and counteract economic decline in the area.

## Core Themes:

- Regeneration
- Enterprise
- Collaboration

## The Opportunity:

With few other services in the Sutherland area, community consultations were very supportive of the Post Office staying in Bonar Bridge as a stand alone service after threat of its closure. In 2014, the Trust purchased the Post Office which included a housing unit and retail space.

## Challenges:

- After purchasing the asset, the building needed extensive and costly refurbishments after years of neglect, unknown at the time of purchase.
- Thanks to KoSDT's own reserves and funding from SSE, HIE and Community Council, these costs could be met.



Heaven Bikes

## The Post Office

- Since reopening, two jobs have been retained with four additional postal delivery jobs secured in the area.
- The Post Office has one of the few cashpoints in the area for residents and increases connectivity in Sutherland.
- Heaven Bikes has also opened in the retail space, bringing in commerce and active transport opportunities into Bonar Bridge. It is believed that this is the only Post Office/ Bike Shop in Scotland!
- The Trust transformed the housing unit into social housing, providing affordable living and income for Kyle of Sutherland.

*The asset ownership has meant that the Trust has been ambitious in their plans they recently opened a community kitchen and garden with raised beds and polytunnels adjacent to the social housing unit.*