



Dear Customer

**Hawthorn Road Post Office®  
Bankton Pharmacy, Hawthorn Road, Prestonpans, EH32 9QW**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Scotmid Co-operative, Hawthorn Road, Prestonpans, EH32 9QW, where it will be known as Bankton Post Office and operate as one of our new local style Post Office branches.

We received just 1 individual response from a customer during the local public consultation period. The feedback commented about the availability space inside the Co-op store. This feedback helped me to understand customers' concerns and was taken into account before finalising our plans.

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I am pleased to confirm that before the new Post Office opens, the new premises will have a wide automatic sliding door installed with level access at the entrance.

Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services without difficulty.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services, alongside retail transactions. The change also means that the Post Office hours are aligned to the store, so customers will benefit from significantly longer opening hours, including lunch times, Saturday afternoons and Sunday opening and longer opening throughout the week. Details of the new branch are provided at the end of this letter together with a list of products and services that will be available.

I have carefully considered our original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office services in the local community.

The current branch will close at 17:30 on Tuesday 27 March 2018, with the new branch opening, at Scotmid Co-operative, Hawthorn Road, at 13:00 on Wednesday 28 March 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch is provided below for your convenience:

- Prestonpans Post Office, Scotmid Supermarket, High Street, Prestonpans, EH32 9TT

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.




Thank you for considering our proposal.

Yours faithfully



**Suzanne Richardson**  
**Regional Network Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**

<b>Bankton Post Office information sheet</b>															
<b>Address</b>	Scotmid Co-operative Hawthorn Road Prestonpans EH32 9QW														
<b>Opening hours</b>	<table border="1"> <tr><td>Monday</td><td>07:00 – 22:00</td></tr> <tr><td>Tuesday</td><td>07:00 – 22:00</td></tr> <tr><td>Wednesday</td><td>07:00 – 22:00</td></tr> <tr><td>Thursday</td><td>07:00 – 22:00</td></tr> <tr><td>Friday</td><td>07:00 – 22:00</td></tr> <tr><td>Saturday</td><td>07:00 – 22:00</td></tr> <tr><td>Sunday</td><td>07:00 – 22:00</td></tr> </table>	Monday	07:00 – 22:00	Tuesday	07:00 – 22:00	Wednesday	07:00 – 22:00	Thursday	07:00 – 22:00	Friday	07:00 – 22:00	Saturday	07:00 – 22:00	Sunday	07:00 – 22:00
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<b>Distance</b>	5 metres away from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> Access will be level with a wide automatic door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There are parking bays available within 5 metres of the premises and further roadside parking is available nearby.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	13:00 on Wednesday 28 March 2018														

**Bankton Post Office® services available**

**Your Operator or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	
Products marked x are available <b>Prestonpans</b> Post Office, Scotmid Co-operative, High Street, Prestonpans, EH32 9TT	x
Opening times: Mon – Sat 09:00 – 17:30	