



Dear Customer

Changes to Linlithgow Outreach services affecting Bonnyrigg, Balerno & Currie

We will be moving Bonnyrigg Post Office Hosted Outreach service to a new location as the current premises - Settlement Project, 76 High Street, Bonnyrigg, EH19 2AE, is no longer available for Post Office use. We have identified alternative premises at Startastic Scents & Sweets, 70 High Street, Bonnyrigg, EH19 2AE allowing us to maintain Post Office services to the local community. This service will continue to be provided by the postmaster from Linlithgow Post Office and will commence operating at the new location on Monday 7 March 2022 at 09:45.

Additionally, we will restore Post Office services to the local community of Balerno with the introduction of a new temporary Hosted Outreach service, also operated by the postmaster from Linlithgow Post Office. The establishment of a Hosted Outreach presents the best interim solution to restore a Post Office service to this area whilst we continue to search for a permanent solution. The new Outreach service will be operating from Balerno Community Centre, 11 Main Street, Balerno, EH14 7EQ, commencing on Wednesday 23 February 2022 at 10:00.

To accommodate the new services, there will be some changes to the operating times of the Hosted Outreach service, provided by Linlithgow Post Office, at Currie from Wednesday 23 February 2022.

Further details of all above services are provided at the end of this letter.

We are keen to restore Post Office services to the local community of Bonnyrigg, 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:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

We will be accepting comments until Tuesday 8 March 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

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 Linlithgow Outreach service either by service name, postcode, or the unique code148807.

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 the changes to the Linlithgow Outreach service.

Yours faithfully

Steven Simpson

Steven Simpson
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 Hosted Outreach service location at Bonnyrigg:

Bonnyrigg Outreach Service

Startastic Scents & Sweets
68 High Street
Bonnyrigg
EH19 2AE

Opening times

Monday	09:45 – 12:45
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Services

The same range of services will continue to be available.

Access and facilities

This premises have a wide door and steps at the entrance.

Getting there

This Post Office service will be located approximately 100 metres away from the current service location, along varied terrain. Time restricted roadside parking is available nearby.

Details of the new temporary Hosted Outreach service at Balerno:

Balerno Outreach Service

Balerno Community Centre
11 Main Street
Balerno
EH14 7EQ

Opening times

Wednesday	10:00 – 12:00
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Services

A range of services will continue to be available.

Access and facilities

This service has a wide door and steps at the entrance.

Getting there

This Post Office service will be located approximately 50 metres away from the previous branch location, along varied terrain. Roadside parking is available nearby.

Details of the change to existing Hosted Outreach service at Currie:

Currie Outreach Service, 45 Lanark Road West, Currie, EH14 5JX

Current opening times

Wednesday	11:00 – 15:00
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New opening times

Wednesday	12:30 – 15:30
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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.