



Dear Customer

**Changes to Linlithgow Outreach services affecting Bonnyrigg**

I am writing further to my recent letter in which I advised you that we are moving Bonnyrigg Post Office Hosted Outreach Service to Startastic Scents & Sweets, 70 High Street, Bonnyrigg, EH19 2AE. Unfortunately, due to unforeseen circumstances this premises are no longer available for Post Office use.

We have therefore had to identify an alternative location to maintain Post Office services to the local community. We are pleased to confirm that new arrangements have been made and this Post Office service will now be moving to Bonny News, 53 High Street, Bonnyrigg EH19 2DB.

In view of this change, we will now be undertaking a further 2 week engagement period welcoming any comments or questions you may have specifically on access at the new location.

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.

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 have extended the previous engagement period and will be accepting comments until Tuesday 22 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](https://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 Bonnyrigg 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:

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### Bonnyrigg Outreach Service

Bonny News  
53 High Street  
Bonnyrigg  
EH19 2DB

#### 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

These premises have a wide door and a ramp at the entrance.

### Getting there

This Post Office service will be located approximately 170 metres away from the current service location, along varied terrain. Time restricted roadside parking is available nearby.

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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](http://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 representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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](http://postofficeviews.co.uk)**

**[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>2</sup> 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.

<sup>3</sup> 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 <sup>2</sup> and <sup>3</sup> 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.