



Dear Customer

**Linlithgow Hosted Outreach Post Office Service**

We are delighted to let you know that we have restored the Post Office service to the community in Newtongrange.

Following the branch closure in 2017 we have worked hard to identify a solution to restore services to the customers locally and we are pleased to be able to reinstate a temporary Hosted Outreach Post Office service, whilst we continue to seek a permanent solution.

The Postmaster from Linlithgow Post Office will be operating the Hosted Outreach service from Newtongrange Library, Midlothian Council, St Davids, Newtongrange, Dalkeith, EH22 4LG.

This new Post Office service commenced on Monday 6 December 2021 and is open on Mondays between 13:30 and 15:30. Please accept our apologies for this late notification.

Further details of the changes to the above Post Office services are provided at the end of this letter and posters will now be displayed at the Hosted Outreach sites and locally so customers are aware of the change.

We will continue to monitor the number of customers using Post Office services and should customer usage increase significantly, consideration would be given to adjusting service times accordingly. We are confident that our changes will be welcomed by our customers in the local communities.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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.

Thank you for your support in restoring a Post Office service.

Yours faithfully

*Steven Simpson*

**Steven Simpson Network Provision Lead**

How to contact us:

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

[postofficeviews.co.uk](http://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.

## Details of the Temporary Hosted Outreach Post Office Service at: Newtongrange

**During the Coronavirus pandemic some branches may need to make changes to their opening hours.  
The latest available branch information can be found on our website**

[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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### Newtongrange Post Office

Newtongrange Library

Midlothian Council

St Davids

Newtongrange

Dalkeith

EH22 4LG

### Services

A range of Post Office products and services will continue to be available.

### Access

Access at Newtongrange Library is via steps or a ramp with handrails.

Internally there will be a hearing loop and space for a wheelchair.

### Opening times

|        |               |
|--------|---------------|
| Monday | 13:30 – 15:30 |
|--------|---------------|

### Getting there

This new Hosted Outreach Post Office service is located approximately 0.2 miles away from the previous branch, along varied terrain.

There is a dedicated car park outside Newtongrange Library with a designated disabled bay.

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## Details of the changes to Hosted Outreach service at Bonnyrigg:

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### Bonnyrigg Post Office®

Settlement Projects, 76 High Street, Bonnyrigg, EH19 2AE

### New opening times

|        |               |
|--------|---------------|
| Monday | 09:45 – 12:45 |
|--------|---------------|

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## **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](https://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
- Temporary closure<sup>1</sup>/ temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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](https://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>1</sup>

We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.