



Dear Customer

Morningside Post Office®
265 Morningside Road, Edinburgh, EH10 4RD

Bruntsfield Post Office®
115 Bruntsfield Place, Edinburgh, EH10 4EQ

Local public consultation decision

I'm writing to confirm that, following a period of local public consultation and review, we have made the decision to proceed with the proposal to merge Morningside Post Office and Bruntsfield Post Office into one modern new branch at the nearby vacant retail store at 28-30 Morningside Road, Edinburgh, EH10 4DA, where it will be operated by a retail partner.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the key issues raised in the consultation and our response to each of them is enclosed, along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the area.

Bruntsfield Post Office will close at 17:30 on 14 March 2019, with the new Post Office opening at 09:00 on 21 March 2019 with Morningside Post Office closing shortly after at 17:30 on 27 March 2019.

Posters will now be displayed in branch to let customers know about this decision.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 004824

Yours faithfully

A handwritten signature in black ink, appearing to read "Roger Gale".

Roger Gale
Network & Sales Director
Post Office Limited

postofficeviews.co.uk
comments@postoffice.co.uk
FREEPOST Your Comments

Appendix A – Response to Local Public Consultation

Consultation started 03 October 2018

Consultation ended 14 November 2018

Extended consultation started 21 November 2018

Extended consultation ended 5 December 2018

Consultation responses

230 responses from customers and local representatives

Customer forum event

Held on 30 October 2018 attended by approximately 15 members of the public.

Key issues raised

- Why we are merging the two branches
- Getting to the new location
- Accessibility
- Staffing
- Access to Post Office services

Response to issues raised

Why we are merging to two branches:

The proposed merger of these branches is part of our on-going plans to create a Post Office network that is modern and sustainable. We believe that franchising this branch will allow us to better secure the services in this community for the longer term and help strengthen and secure the Post Office network as a whole, reducing our costs and reliance on the taxpayer. We already run over 98% of our network on a franchise or agency basis and delivering services through these branches is proving to be successful in the areas we have introduced them. Services have been maintained in central locations and customers are typically receiving the same services and quality of service, plus longer opening hours.

Getting to the new location:

The new branch will be located approximately 700 metres away from Morningside branch and 500 metres from Bruntsfield branch, along hilly terrain. In term of access to the new location, there are well maintained pavements and dropped kerbs along the route for customers choosing to walk to the new branch and for those using public transport, there are bus services available to and from the surrounding area.

Time-restricted pay & display roadside parking is available opposite the new premises. To further help support our customers, we will also approach the relevant authorities to explore what improvements can be made to parking facilities in the area.

Accessibility:

The new premises will undergo a complete refurbishment to provide a bright, modern open-plan layout with the introduction of a Newsagents and a range of stationery and greeting cards alongside the Post Office. The branch will have its own designated area and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

Access into the new branch will be level with a ramp immediately inside and automatic doors at the entrance. Directional signage from the entrance door through to the new Post Office area will be provided. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance the entrance area and shopping aisles will be kept free of obstructions. The Post Office area will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops.

There will be three serving positions, which has been based on current and forecast future business levels; two open plan positions and one traditional screened position which will also provide travel money services. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional screened positions. There is still a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed. There will be space for people to wait for service and customer seating will also be provided.

Staffing:

Our new operator has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in the new branch will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the new operator to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the current Morningside branch, we have a strong track record of supporting our people through change. Staff will be fully supported through the change with a dedicated Human Resources Manager. We will do all that we can to find a solution that works for each individual within the options available.

Access to Post Office services:

A wide range of Post Office services will continue to be available including the purchasing of stamps, but there will not be a cash machine or DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services. The nearest external cash machine can be found approximately 1.4 miles away at Dalry Road Post Office, 91 Dalry Road, Edinburgh, EH11 2AB. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counter of the new branch. The nearest alternative office providing DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services is Tollcross Post Office, 33 Home Street, Edinburgh EH11 2AB approximately 1.2 miles away from Morningside branch

Whilst we believe that the majority of customers will choose to access Post Office services at the new location, Tollcross, Dundee Street and Dalry Road branches are accessible within 2 miles of the branch. We have plans to continue to increase the service provision in the area and are still working hard to restore Post Office services at Buckstone Terrace.

Appendix B

Morningside Post Office information sheet															
Address	28-30 Morningside Road Edinburgh EH10 4DA														
Opening hours	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	Closed
Mon	09:00 – 17:30														
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Thu	09:00 – 17:30														
Fri	09:00 – 17:30														
Sat	09:00 – 17:30														
Sun	Closed														
New Opening times of Post Office service at open plan counter	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Mon - Sat</td><td>08:30 – 18:30</td></tr> </table>	Mon - Sat	08:30 – 18:30												
Mon - Sat	08:30 – 18:30														
Products & Services	A wide range of products and services will still be available with the exception of a cash machine and DVLA Photocard Driving Licence renewal, Security Industry Authority Licence (SIA) licence application services.														
Serving positions	There will be three serving positions in total; one screened and two open plan. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	Access into the new premises will be level with a ramp immediately inside and with automatic doors at the entrance. Low level serving counters, a low level writing desk and a hearing loop will be available.														
Route	Approximately 700 metres away from Morningside branch and 500 metres away from Bruntsfield branch, along hilly terrain.														
Transport & parking	<p>Parking</p> <p>Time-restricted pay & display roadside parking is available directly opposite the new premises.</p> <p>Buses</p> <p>Public transport available to and from the surrounding areas.</p>														
Retail	Stationery, greeting cards and Newsagent														
Date of move	27 March 2019														

Other branches in the area

Tollcross Post Office

33 Home Street
Edinburgh
EH3 9JR

Mon	09:00 – 17:30
Tue	09:00 – 17:30
Wed	09:00 – 17:30
Thu	09:00 – 17:30
Fri	09:00 – 17:30
Sat	09:00 – 14:30
Sun	Closed

Services

This branch offers a wide range of services including a comprehensive range of Travel Money, Car tax, Passport Check & Send and On Demand travel insurance.

Route

Approximately 1.2 miles from Morningside branch and 0.5 miles from Bruntsfield branch.

Transport

Public transport available to and from the surrounding areas.

Dundee Street Post Office

181 Dundee Street
Edinburgh
EH11 1BY

Mon	09:00 – 17:30
Tue	09:00 – 17:30
Wed	09:00 – 17:30
Thu	09:00 – 17:30
Fri	09:00 – 17:30
Sat	09:00 – 12:30
Sun	Closed

Services

This branch offers a wide range of services including Euro and Dollar travel money, National Lottery and On Demand travel insurance.

Route

Approximately 1.2 miles from Morningside branch and 0.8 miles from Bruntsfield branch.

Transport

Public transport available to and from the surrounding areas.

Dalry Road Post Office

91 Dalry Road
Edinburgh
EH11 2AB

Mon	08:30 – 17:30
Tue	08:30 – 17:30
Wed	09:00 – 17:30
Thu	09:00 – 17:30
Fri	09:00 – 17:30
Sat	09:00 – 14:00
Sun	Closed

Services

This branch offers a wide range of services including a comprehensive range of Travel Money, Car tax, On Demand travel insurance, and an external cash machine.

Route

Approximately 1.4 miles from Morningside branch and 0.9 miles from Bruntsfield branch.

Transport

Public transport available to and from the surrounding areas.

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

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 closure¹/ 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.

*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 locally 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.

*We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:*

- Permanent closure of a Post Office branch⁴
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well

as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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
FREEPOST Your Comments
Call: 03452 66 01 15
Textphone: 03457 22 33 55

¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, 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.

⁴ 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.

⁵ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.