



Dear Customer

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

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

**Local public consultation**

I'm writing to let you know that we are proposing 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. Should we proceed with our proposal, the new branch would be run by our new retail partner.

The proposed merger of these branches is part of our on-going plans to create a Post Office network that is modern and sustainable. Our priority is to ensure that we provide the services that will meet customer needs, both now and into the future, and secure the long-term viability of Post Office services in the area. We are satisfied that following the proposed merger, there will be sufficient capacity in the surrounding Post Office network for our customers to continue to access Post Office services. Subject to consultation, we propose to merge Morningside and Bruntsfield Post Office branches in February 2019. Whilst we believe that the majority of customers will choose to access Post Office services at the proposed new location, there are also a further three Post Office branches within 2 miles. Details for these branches can be found on the enclosed information sheet.

Alongside modernising our branch network, we're continuing to develop our services to remain relevant for customers. As well as traditional mails and other services, today's Post Office network provides for the collection or return of online shopping, offers a 'click and collect' service for foreign currency available from over 3,500 branches and day-to-day banking for the majority of customers of UK banks - 99 per cent of UK personal banking customers and 75 per cent of business customers can now carry out day to day banking at any of our branches. All of our wide range of services would be available at the new branch in Morningside with the exception of a cash machine. The nearest alternative external cash machine can be found at Dalry Road Post Office, 91 Dalry Road, Edinburgh, EH11 2AB approximately 1.4 miles away.

**About our retail partner**

Our new retail partner regards the Post Office network as a vital part of community services and has satisfied us that they would be able to deliver excellent standards of customer service, with trained staff promoting products and services in a modern environment, and successfully operate a new branch in Morningside, merging Bruntsfield and Morningside branches in a convenient customer centric location.

Our new Retail Partner is planning to refurbish the existing vacant premises and install a new modern Post Office alongside his retail offer of stationery, greeting cards and Newsagent.

**The new Morningside Post Office branch**

The new branch will be a bright, modern open-plan layout which will include a complete internal refurbishment including the installation of automatic doors. Access from the street would be level with a ramp immediately inside. We have stringent standards to ensure good access for all customers and our plans for the new branch include low-level counters, PIN pads and hearing loops.

Directional signage will be provided from the entrance of the store through to the new Post Office area which will be within a dedicated area at the left of the store. 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 positions and still have a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed.

### What's next?

We're now starting a period of local public consultation and we'd welcome your views on the proposal. The change of management of the current Morningside branch to one that is operated by a retail partner rather than by us directly is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change. However we welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy is it to get to the proposed new location?
- Are the new premises easy for you to get into and are they easily accessible once inside?
- Are there any other local community issues which you believe could be affected by or affect the proposed move?
- If the move were to proceed is there anything we could do to make it easier for customers?

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 004824.

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

### How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**Please note this is the full address to use and no further address details are required.**

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 consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

### Dates for local public consultation:

Local Public Consultation starts	<b>3 October 2018</b>
Local Public Consultation ends	<b>14 November 2018</b>
Proposed month of change	<b>February 2019</b>

Post Office Ltd will host a customer forum in the coming weeks, and everyone will be welcome to attend to hear more about the proposed new location. We're currently finalising details of this event and further information will be provided in branch.

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. A copy is available at the end of this letter.

Thank you for considering our proposal. Any information we receive will be considered as we finalise our plans for the new branch. I've enclosed an information sheet that provides more details about the new location.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Roger Gale', written in a cursive style.

**Roger Gale**  
**Network & Sales Director**  
**Post Office Limited**

<b>Morningside Post Office information sheet</b>																																													
	<b>Current locations</b>		<b>Proposed new location</b>																																										
<b>Address</b>	Morningside Post Office 265 Morningside Road Edinburgh EH10 4RD	Bruntsfield Post Office 115 Bruntsfield Place Edinburgh EH10 4EQ	28-30 Morningside Road Edinburgh EH10 4DA																																										
<b>Post Office Opening Hours</b>	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:30 – 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 – 12:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:30 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed	<table border="1"> <tr><td>Mon</td><td>09:00 – 18:00</td></tr> <tr><td>Tue</td><td>09:00 – 18:00</td></tr> <tr><td>Wed</td><td>09:00 – 18:00</td></tr> <tr><td>Thu</td><td>09:00 – 18:00</td></tr> <tr><td>Fri</td><td>09:00 – 18:00</td></tr> <tr><td>Sat</td><td>09:00 – 18:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 18:00	Tue	09:00 – 18:00	Wed	09:00 – 18:00	Thu	09:00 – 18:00	Fri	09:00 – 18:00	Sat	09:00 – 18:00	Sun	Closed	<table border="1"> <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
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<b>New Opening times of Post Office service at open plan counter</b>	<table border="1"> <tr><td>Mon - Sat</td><td>08:30 – 18:30</td></tr> </table>			Mon - Sat	08:30 – 18:30																																								
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<b>Products &amp; Services</b>	The same wide range of products and services would still be available with the exception of a cash machine. The nearest alternative branch with a cash machine is, Dalry Road Post Office, 91 Dalry Road, Edinburgh, EH11 2AB approximately 1.4 miles away from Morningside branch and 0.9 miles away from Bruntsfield branch.																																												
<b>Serving positions</b>	There would 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.																																												
<b>Access and facilities</b>	Access into the proposed premises would 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 would be available.																																												
<b>How far away is it?</b>	Approximately 700 metres away from Morningside branch and 500 metres away from Bruntsfield branch, along hilly terrain.																																												
<b>Transport &amp; parking at the proposed new premises</b>	<p style="text-align: center;"><b>Parking</b></p> <p style="text-align: center;">Time-restricted pay &amp; display roadside parking is available directly opposite the proposed premises.</p> <p style="text-align: center;"><b>Buses</b></p> <p style="text-align: center;">Public transport available to and from the surrounding areas.</p>																																												
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## 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 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.

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 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.

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

- Permanent closure of a Post Office branch<sup>4</sup>
- 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-week<sup>5</sup> 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**

<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.

<sup>2</sup> 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.

<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 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.

<sup>4</sup> 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.

<sup>5</sup> 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.

