



Dear Customer

Wallyford Post Office®
132 Salters Road, Wallyford, Musselburgh, EH21 8BQ

Decision - move to new premises & branch modernisation

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Wallyford Supermarket, 136 Salters Road, Wallyford, Musselburgh, EH21 8BQ, where it will operate as one of our new local style Post Office branches.

We received a small number of comments from customers during the local public consultation period, which concluded in May last year. The main feedback centred on privacy issues in an open plan environment. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers, and we want to make our services as accessible as possible. Our new operator is currently investigating the options available making the ramp compliant.

Inside Wallyford Supermarket, the new branch will be in line with Post Office specification making sure there is sufficient space for customers. We will be working closely with the new operator in the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is unimpeded access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers to move around the store without difficulty. We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will be working closely with the new operator to make sure that there is an appropriate level of privacy at the Post Office serving point. We discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. The open plan format can help in terms of more discreet communication as customers and staff don't have to raise their voice to be heard through a glass screen. The extended opening hours can also help as customers can choose to visit at a quieter time. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from an open plan counter enabling customers to carry out a wide range of Post Office products and services. The Post Office transactions through the local style branch are designed to be quick and efficient to operate and enable fast, effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be available can be accessed at Musselburgh Post Office which offers the full range of Post Office services and can be reached via a direct bus service.

The change also means that local residents will benefit from significantly longer opening hours, including lunch times, Wednesday and Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use our services seven days a week and at times that suit them better. Further details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access, I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 13:00 on Friday 11 August 2017, with the new branch opening, at Wallyford Supermarket, 136 Salters Road, at 13:00 on Friday 11 August 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service.

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: 221824

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.



Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

This document is also
available to view online,
to see it – scan here.

If you don't have a QR
code scanner on your
phone, you can find one
in your app store.



**To get this information in a different format, for example, in larger print,
audio or braille please contact the Customer Helpline on 03457 22 33 44
or Textphone 03457 22 33 55.**

Wallyford Post Office information sheet															
Address	Wallyford Supermarket 136 Salters Road Wallyford Musselburgh EH21 8BQ														
Opening hours	<table border="1"> <tr><td>Mon</td><td>06:00 – 22:00</td></tr> <tr><td>Tue</td><td>06:00 – 22:00</td></tr> <tr><td>Wed</td><td>06:00 – 22:00</td></tr> <tr><td>Thu</td><td>06:00 – 22:00</td></tr> <tr><td>Fri</td><td>06:00 – 22:00</td></tr> <tr><td>Sat</td><td>06:00 – 22:00</td></tr> <tr><td>Sun</td><td>06:00 – 22:00</td></tr> </table>	Mon	06:00 – 22:00	Tue	06:00 – 22:00	Wed	06:00 – 22:00	Thu	06:00 – 22:00	Fri	06:00 – 22:00	Sat	06:00 – 22:00	Sun	06:00 – 22:00
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Distance	45 metres from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access is via a ramp with a handrail and a wide automatic door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Designated off road parking is available with a disabled space.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Friday 11 August 2017														

Wallyford Post Office® services available	
Your Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk	
	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Ainsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	x
Products marked x are available at Musselburgh Post Office, 176 High Street, Musselburgh, EH21 7DZ	Opening times: Mon – Sat 09:00 – 17:30