



Dear Customer

Local public consultation – Decision

**Wester Hailes Post Office
14A Westside Plaza, Edinburgh, EH14 2SW**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Plaza News, Unit 23-26 Upper Ground Floor Level, Westside Plaza, Edinburgh, EH14 2SW, where it will be operated by our 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 feedback 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 layout and location of 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 local community.

The current branch will close at 15:00 on Monday 6 October 2025, with the new branch opening, at Plaza News, Unit 23-26 Upper Ground Floor Level, at 13:00 on Tuesday 7 October 2025 at 13:00. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

Martin Edwards

**Martin Edwards
Transformation Delivery Director
Post Office Limited**

comments@postoffice.co.uk

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.**

Appendix A

Response to Local Public Consultation

Consultation started 25 June 2025

Consultation ended 13 August 2025

Consultation responses

- 46 responses from customers

Key issues raised

- First floor accessibility
- Staffing and Customer Service
- Anti-Social Behaviour

Response to issues raised

First floor accessibility

For customers accessing the shopping center from the ground floor, these customers would need to use the lift, escalator or stairs to access the Post Office on the upper ground floor level. The lift and escalator are maintained by the shopping center and there is a service contract in place for their maintenance.

Staffing and Customer Service

We know our customers value excellent customer service at the Post Office and praise was received for the service provided by staff at the current branch. The new operator is looking forward to welcoming Post Office customers and their staff will be fully trained in Post Office transactions and excellent customer service. Their training will also include guidance on respecting customer confidentiality, safeguarding privacy and compliance training for a number of areas, including Data Protection, Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched.

Anti-Social Behaviour

Although matters such as anti-social behaviour are outside our direct control and are for the relevant authorities and local police to resolve, Post Office takes security very seriously. While we cannot go into specific details around our security arrangements, strict guidelines and measures will be in place and we take every physical precaution, within our branches, to provide a safe and secure environment for both our customers and staff.

Our retail partner knows the community and whilst aware that there can be local anti-social behaviour has not experienced any at the new branch location. Should there be any future incidents they will take action to involve the appropriate authorities.

Appendix B

Wester Hailes Post Office Information Summary

There are times our 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

New Location																	
Plaza News, Unit 23-26 Upper Ground Floor Level, Westside Plaza, Edinburgh, EH14 2SW																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 - 17:30</td></tr><tr><td>Tuesday</td><td>09:00 - 17:30</td></tr><tr><td>Wednesday</td><td>09:00 - 17:30</td></tr><tr><td>Thursday</td><td>09:00 - 17:30</td></tr><tr><td>Friday</td><td>09:00 - 17:30</td></tr><tr><td>Saturday</td><td>09:00 - 17:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New opening times		Monday	09:00 - 17:30	Tuesday	09:00 - 17:30	Wednesday	09:00 - 17:30	Thursday	09:00 - 17:30	Friday	09:00 - 17:30	Saturday	09:00 - 17:30	Sunday	Closed
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Products and Services																	
The same products and services will still be available.																	
Serving positions																	
There will be two open plan serving positions at the retail counter. The total number of serving positions has been based on future predicted business levels.																	
Access																	
Access will be level with an automatic door at the entrance to the proposed premises. Low-level serving counters, a low-level writing desk, low level pin pads and hearing loops will be available.																	
Getting there																	
The new premises will be located approximately 80 metres away from the current branch, within the same shopping centre on the upper ground floor level.																	
There is a car park at the shopping centre with dedicated disabled parking bays on the upper ground floor level where the new branch will be located. The same local buses serving the surrounding area.																	
Store retail available	Hardware/Convenience																

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

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

- Permanent closure of a Post Office branch⁵
- 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-week⁶ 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

⁵ 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.

⁶ 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.