



Dear Customer,

Local public consultation - Have your say

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

I'm writing to let you know that we are proposing to move Wester Hailes Post Office to the nearby Plaza News, Unit 23-26 Upper Ground Floor Level, Westside Plaza, Edinburgh, EH14 2SW, where it would be run by our new retail franchise partner. Services for customers would be unchanged, opening hours would be increased to include Saturday afternoons.

Why are we making this change?

Post Office Limited recently announced it is moving to a fully franchised network, as part of our wider commitment to deliver a "New Deal for Postmasters". Over 99% of the Post Office network is already successfully operated on a franchise basis by carefully selected retail partners. We are confident this would create a long-term, sustainable future for post offices in communities across the UK, including Wester Hailes.

We'd like your help

We're now starting a period of local public consultation, and your feedback is important to us as it will help to inform our decision. For more details on the proposed new hours and layout, please see the branch information sheet at the end of this letter.

What exactly are we consulting on?

We'd welcome your comments 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?**

Please note the proposed change of management of the branch is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	25 June 2025
Local Public Consultation ends	13 August 2025
Proposed month of relocation	October 2025

Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views. You can share your views on the proposed change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **018824**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



Good to know

- Post Office's "New Deal for Postmasters" will increase total annual postmaster remuneration by £250m by 2030, helping to safeguard the sustainability of the whole branch network. To find out more, visit our Post Office Corporate website, (postoffice.corporate.co.uk – search postmaster new deal).
- The proposed new operator has experience in successfully operating a Post Office branch and would incorporate the Post Office into their established hardware and convenience store business.
- Franchise branches typically offer longer opening hours, as well as a wider retail offering compared to a standalone post office, providing greater convenience and accessibility for customers and businesses alike.
- All staff employed to work in the proposed new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- Internally, the proposed new branch would be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We would be working closely with the new operator on the internal layout and some fixtures and fittings may be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.
- As with any branch change, we understand that customers are often concerned about the impact of such changes on staff. Please be assured that our staff will be fully supported throughout this process.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- In this instance we have extended public consultation by one calendar week to allow for the summer holiday period. Therefore, if you do wish to share your views on the proposed change, please note that Wednesday 13 August 2025 is the closing date for all responses.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer advocacy bodies. An extract relating to consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand the changes we are proposing to Wester Hailes Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Yours faithfully

Martin Edwards

Martin Edwards
Transformation Delivery Director
Post Office Limited

Wester Hailes Post Office Information Summary

There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Current Location	Proposed New Location																																
14A Westside Plaza, Edinburgh, EH14 2SW	Plaza News, Unit 23-26 Upper Ground Floor Level, Westside Plaza, Edinburgh, EH14 2SW																																
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Services available																																	
The same range of services would still be available, including the internal ATM.																																	
Serving positions																																	
There would be two open plan serving positions at the retail counter. The total number of serving positions has been based on current and future predicted business levels.																																	
Access																																	
Access would 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 would be available.																																	
Getting there																																	
<p>The proposed premises would be located approximately 80 metres away from the current branch, within the same shopping center on the upper ground floor level.</p> <p>There is a car park at the shopping center with dedicated disabled parking bays on the upper ground floor level where the proposed branch would be located. The same local buses serving the surrounding area.</p>																																	
Store retail available	Hardware/Convenience.																																

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 (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

Comments@postoffice.co.uk

FREEPOST Your Comments

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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.