



Dear Customer

Westfield Post Office®
Previously located at - Main Street, Westfield, Bathgate, EH48 3BU

Public Consultation – Service Re-opening

We are writing to let you know that, in order to restore Post Office services to our customers in Westfield, we have introduced a Hosted Outreach service which operates from Westfield Primary School, Lomond View, Westfield, Bathgate, EH48 3DE during school term times only.

The branch closed temporarily in June 2017 because the Postmaster resigned and the premises were withdrawn for Post Office use. We have now restored a service to our customers in the local community and the establishment of a Hosted Outreach service presents the best possible solution in the Westfield area.

I am therefore pleased to inform you that a nearby Postmaster from Linlithgow Post Office has been identified, who offers the service from Westfield Primary School. Full details of the new service are provided at the end of this letter.

Consulting on the new service

In order to restore a Post Office service to our customers as quickly as possible, the new service commenced on Tuesday 15 May 2018. However we would still like your views on the service offer at the new location and we're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the new service. Before we finalise our plans, we would really like to hear your views on this particularly on the following areas:

- How easy it is to get to the new location?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- Is there anything we could do to make it easier for customers?

If you have any comments or questions, please email or write to me via our National Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch.

Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

You can share your views on the 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 121807

postofficeviews.co.uk

Dates for the local public consultation:

Local Public Consultation starts	22 May 2018
Local Public Consultation ends	3 July 2018
Date of change	15 May 2018

The new service commenced on 15 May 2018, however this does not affect the period of public consultation which is ongoing until 3 July 2018.

We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

Thank you for considering our proposal. At the end of the consultation we'll let you know our final plans by displaying a poster in Westfield Primary School.

Yours faithfully

Graham Turnock

Graham Turnock
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

This is all you need to add to your envelope for your letter to reach us

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 2 working days to arrive. Therefore, 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.

Westfield Post Office information sheet	
New Post Office location	
Address	Westfield Primary School Lomond View Westfield Bathgate EH48 3DE
Post Office opening hours (School term times only)	Tue 15:30 - 17:30
Distance	650 metres away from the previous branch, along varied terrain.
Products & Services	A wide range of services will be available including Car tax, Euro/Dollar Travel Money and On Demand Travel Insurance.
Accessibility & Accessibility works	<p>Access and facilities</p> <p>This location has a wide door and level access at the entrance.</p> <p>Internally, there is a hearing loop and space for a wheelchair.</p> <p>Transport/parking</p> <p>Roadside parking is available nearby.</p>
Local Public Consultation starts	21 May 2018
Local Public Consultation ends	3 July 2018

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postofficeviews.co.uk