



Mr Tom Crowley - Chief Executive  
Horsham District Council  
Parkside  
Chart Way  
HORSHAM  
RH12 1RL

06 April 2016

Dear Mr Crowley

**Pulborough Post Office®**  
**81b Lower Street, Pulborough, RH20 2BP**

**Public Consultation – Branch Re-opening**

I am writing to let you know that we are proposing to re-open this service at S&M Tyres Ltd, T/A Elite Garages, 5 London Road, Pulborough, RH20 1AP.

The branch closed temporarily in August 2015 because the Postmaster resigned and the premises were withdrawn for Post Office use. I am, therefore, pleased to inform you that a new agent has been appointed and the Post Office will now operate from the T/A Elite Garages approximately 0.6 miles from the previously closed branch.

Full details of the proposed new service, are provided at the end of this letter.

**Consulting on the proposed changes**

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 proposed new location. Before we finalise our plans, we would really like to hear your views on this proposal particularly on the following areas:

- How suitable you think the new location and premises are?
- How easy is it to get there?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Do you have any concerns about the new location?
- If so, do you have any suggestions that could help us make it better for you?
- Are there any local community issues which you think could be affected by the proposed move?
- Is there anything you particularly like about the proposed change?

If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new service. Other people in your organisation may be interested in this proposal, so please let them know about it. 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 proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 41845899

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

**Dates for the local public consultation:**

Local Public Consultation starts	6 April 2016
Local Public Consultation ends	18 May 2016
Proposed month of change	June 2016

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.

At the end of the consultation I'll be in touch again to let you know our final plans. We will inform our customers of the final decision by displaying a poster locally.

Thank you for considering our proposal

Yours sincerely



**Caroline Hoare**  
**Field Change Advisor**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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.**

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.

**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.**

## Details of the proposed service:

### **Pulborough Post Office**

S&M Tyres Ltd  
T/A Elite Garages  
5 London Road  
Pulborough  
RH20 1AP



#### **Opening times**

Monday	06:00 - 22:00
Tuesday	06:00 - 22:00
Wednesday	06:00 - 22:00
Thursday	06:00 - 22:00
Friday	06:00 - 22:00
Saturday	06:00 - 22:00
Sunday	07:00 - 22:00



#### **Services**

The same range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.



#### **Access and facilities**

The premises have level access with wide door entrance. Internally, there will be a hearing loop and space for a wheelchair.



#### **Transport/parking**

There is off road customer parking facilities and roadside parking directly outside the premises. The garage will be designating one disabled parking bay. There is a regular bus service available between the former service and the proposed new premises. The nearest bus stop is 200 metres away.

A free national bus scheme is in operation, which offers free off-peak local bus travel for people over 60 and disabled people.



#### **Route**

These premises are located approximately 0.6 miles away from the previous service, along varied terrain.

## **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.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office)