

Post Office - Pulborough branch

48 Lower Street, Pulborough, RH20 2BW
Public Consultation — Branch Re-opening

The Post Office are proposing to re-open this service in new premises, at MBC Business Centre, 20 Lower Street, Pulborough, RH20 2BL, a distance of 300 yards from its former location.

The following is the Post Office's Consultation Document.

"We want you and our customers to understand why we are considering this move, the facilities the new service will offer and how to contact us with your views. In preparing our plan, we have considered information specific to the local area. This includes access to public transport, the route and access to the new location, local population figures and other facilities available in the area.

This branch closed on a temporary basis in September 2007 following the resignation of the subpostmaster and the withdrawal of the premises for the provision of Post Office services. I am therefore pleased to inform you that a new agent has been appointed, providing us with the opportunity to incorporate Post Office services into the local stationery store in Pulborough. Our priority is to safeguard Post Office services to the local community in the longer term. The relocation of Pulborough Post Office service allows us to restore access to Post Office services in this area.

Customers would benefit from the following facilities at the new service:

- Brand new serving counter, with low level facilities for those in wheelchairs:
- Open plan format, offering retail services alongside Post Office products and services

Full details of the proposed new service, including range of facilities, opening hours, car parking, route and access, are provided at the end of this letter.

I would like to invite you to contact me, in writing, at the Address detailed below. We welcome all comments and feedback, however we would particularly like your views on the following questions;

- Do you have any comments about access and facilities at the new location?
- Are there any local issues specific to Pulborough you would like us to consider?

Please feel free to contact our National Consultation Team at the address shown below, who will co-ordinate all responses on my behalf. Please note

that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". If you do wish to contact me, please note that **21 July 2009** is the closing date for all enquiries. At the end of the consultation period I will review any feedback received from our customers and local representatives, and confirm my final decision on this proposal. If the decision is taken to proceed with the proposal I expect the new service to open during August 2009.

This consultation is being carried out in accordance with the Code of Practice for changes to the network, as agreed with Consumer Focus, the national consumer organisation. A full copy of the Code of Practice is available on our website at www.postoffice.co.uk/networkchange, and selecting FAQs, or by contacting us at the address provided at the end of this letter.

Thank you for taking the time to consider our proposal. I will write to you again, following the end of the public consultation period, to advise you of the outcome.

Yours sincerely

Peter Wilkinson
Field Change Advisor

How to contact us:

Post Office Limited
c/o National Consultation Team 4
PO Box 2060
WATFORD
WD18 8ZW

consultation@postoffice.co.uk

For further information contact:

Customer Helpline: 08457 22 33 44
Textphone: 08457 22 33 55
www.postoffice.co.uk

Post Office Limited can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the customer helpline on 08457 22 33 44 or textphone 08457 22 33 55"

Details of the proposed service:

Pulborough branch

MBC Business Centre Services
20 Lower Street
Pulborough
RH20 2BL

Opening times

Mon to Fri 09.00 to 1730
Sat 09.00 to 12:30

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.

There are steps at the entrance to the premises. Internally, there will be a ramp and a low-level writing desk.

Transport/parking

There are parking bays opposite the premises.

Route

These premises are located 300 yards from the previous branch, along level terrain.