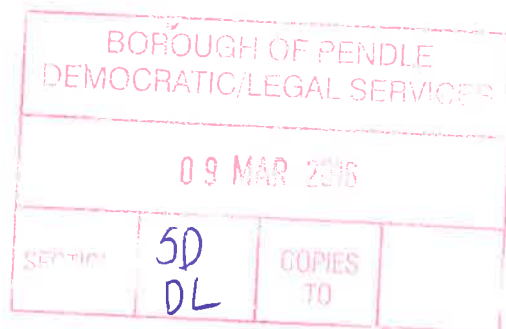




Mr Dean Langton - Strategic Director (Head of Paid Service)
Pendle Borough Council
Town Hall
Market Street
NELSON
BB9 7LG

7 March 2016

Dear Mr Langton



Barrowford Post Office® branch
Previously located at: Spar Store, The Fountains, Gisburn Road, Barrowford, Nelson, BB9 8LQ

Proposed re-opening at new premises & branch modernisation

I am writing to inform you that we are proposing to re-open Barrowford Post Office branch in a new location – 136 Gisburn Road, Barrowford, Nelson, BB9 6HQ. I am also pleased to tell you that, if the proposal goes ahead, it will change to one of our new local style branches.

This change is part of a major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Ltd. The Programme is underpinned by Government investment and will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches.

What will this mean for customers?

- Post Office services will be offered from two tills on the retail counter in a modern open plan branch
- Longer opening hours
- The majority of Post Office products and services will still be available

Consulting on the proposed new location

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 the proposed location, particularly on the following areas:

- How suitable do you think the new location and premises are and how easy it is 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?

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". Any information we receive will be considered as we finalise our plans for the new branch. Other people in your organisation may be interested in this proposal, so please let them know about it.

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: 15540799

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	8 March 2016
Local Public Consultation ends	21 April 2016
Proposed month of change	June 2016

In this instance we have extended public consultation by 2 working days to allow for the holiday period over Easter.

I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.

Thank you for considering our proposal. At the end of the consultation I'll be in touch again to let you know our final plans.

Yours sincerely



Simon Drinkwater
Regional Network Manager

How to contact us:

- 🌐 postofficeviews.co.uk
- ✉ 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.

Barrowford Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

Mail

First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓

Withdrawals, deposits and payments

Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓

Bill payments

Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x

Driving

Car tax	x
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Licences

Rod fishing licences	✓
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Travel

Pre-order travel money	✓
On demand travel money	✓ (Euro only)
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x

Mobile Top-ups & E vouchers	✓
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Payment by cheque

	x
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Products marked x are available at **Nelson Post Office**
Unit 3, Place de Creil, Nelson, BB9 9AN

Opening times:
Mon to Fri 09:00 – 17:30
Sat 09:00 – 15:00

Barrowford Post Office information sheet																
Address	136 Gisburn Road Barrowford Nelson BB9 6HQ															
Post Office opening hours	<table border="1"> <tr><td>Mon</td><td>05:00 – 17:30</td></tr> <tr><td>Tue</td><td>05:00 – 17:30</td></tr> <tr><td>Wed</td><td>05:00 – 17:30</td></tr> <tr><td>Thu</td><td>05:00 – 17:30</td></tr> <tr><td>Fri</td><td>05:00 – 17:30</td></tr> <tr><td>Sat</td><td>05:00 – 17:30</td></tr> <tr><td>Sun</td><td>05:00 – 13:00</td></tr> </table>		Mon	05:00 – 17:30	Tue	05:00 – 17:30	Wed	05:00 – 17:30	Thu	05:00 – 17:30	Fri	05:00 – 17:30	Sat	05:00 – 17:30	Sun	05:00 – 13:00
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Thu	05:00 – 17:30															
Fri	05:00 – 17:30															
Sat	05:00 – 17:30															
Sun	05:00 – 13:00															
Distance	Approximately 360 metres away from the previous branch, along varied terrain.															
Accessibility & Accessibility works	<p>Access and facilities A bell would be provided at the entrance to the proposed premises and a portable ramp would be available on request. There would be a low level serving counter and a hearing loop.</p> <p>Parking There is limited roadside parking available close to the premises and a car park across the road via a crossing within 40 yards of the branch.</p>															
Buses	There is a regular bus service between the previous branch location and the proposed premises.															
Retail	Convenience store	Newsagents														
Local Public Consultation starts	8 March 2016															
Local Public Consultation ends	21 April 2016															
Proposed month of change	June 2016															

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

