



Dear Customer

**Haywards Heath Post Office®**  
**59-63 South Road, Haywards Heath, West Sussex, RH16 4LQ**

We are writing to let you know that the Co-op has given us notice that they wish to close their store at the above premises. Regrettably this means that Haywards Heath Post Office branch may close at this location in October 2018. We are in discussions with the landlord about how best to minimise the impact on Post Office customers.

We have been working to find a long-term solution for Haywards Heath but it is now unlikely that we will have a replacement in place before the branch is forced to close. We continue to look for a long-term replacement for the branch and will consider all options for providing post office services in the Haywards Heath area. When it comes to creating a sustainable network, there isn't a one size fits all approach; each branch and community is different, and we need to consider all the options available to us. This could include reopening a branch in new premises operated by a retail partner or opening a number of smaller branches in the area, providing customers with greater convenience and longer opening hours. When doing this it is important that any new service introduced is sustainable both now and in the long-term.

In response to our customers' needs for greater convenience and longer opening hours we have recently opened a new Local Post Office in Perrymount Road. However this is not intended to be a replacement for the main Haywards Heath branch on South Road and we will be advertising to see what other interest there may be in running further Post Offices within this area. At this stage we are not able to put a timeframe on establishing further replacement services as it is important that any new service introduced is sustainable for both the Post Office and any potential new operator.

Any future changes to service provision would be handled in line with our Principles of Community Engagement and once we have established a suitable proposal for the area we will seek views from customers and local representatives during a six week local public consultation.

We would like to apologise for the inconvenience this unavoidable temporary closure will cause. In the meantime there are several branches in the area alongside Perrymount Road Post Office which is 1.3 miles away, which may provide suitable alternatives for customers. Lindfield Post Office is located just 1.9 miles from Haywards Heath Post Office and a further two branches, Cuckfield and Burgess Hill are within four miles. Crawley Post Office located 12.5 miles away will offer DVLA Photocard renewal, Security Industry Authority licensing and biometric enrolment for the Home Office.

Further details of these branches are provided on the enclosed information sheet. We will continue to monitor service provision at these branches following the closure, to make sure that customer service standards are maintained.

It would be helpful if you could share this information 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 what is happening to the Post Office in Acton. If you would like a supply of posters please let us know.

We would welcome any applications from potential retail partners interested in running a branch on our behalf. The vacancies are currently being advertised on our website [www.runapostoffice.co.uk](http://www.runapostoffice.co.uk) and all applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdog. A copy is available at the end of this letter.

Posters will now be displayed in branch to let customers know about this change and we'll be in touch again as soon as we have an update on our plans for the area.

Yours faithfully



**Roger Gale**  
**Network & Sales Director**  
**Post Office Limited**

**How to contact us:**

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)

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

## Information Sheet

<b>Perrymount Road Post Office</b>					
<b>Address</b>	54-56 Perrymount Road Haywards Heath RH16 3DT				
<b>Post Office Opening hours</b>	<table border="1" style="margin-left: auto; margin-right: auto;"><tr><td style="text-align: center;">Mon - Fri</td><td style="text-align: center;">07:00 – 23:00</td></tr><tr><td style="text-align: center;">Sat - Sun</td><td style="text-align: center;">07:30 – 22:30</td></tr></table>	Mon - Fri	07:00 – 23:00	Sat - Sun	07:30 – 22:30
Mon - Fri	07:00 – 23:00				
Sat - Sun	07:30 – 22:30				
<b>Distance</b>	Approximately 1.3 miles away from Haywards Heath branch, along varied terrain.				
<b>Products &amp; Services</b>	A wide range of products and services are available including purchasing of Euros and Dollars				
<b>Accessibility</b>	<p style="text-align: center;"><b>Access and facilities</b></p> <p style="text-align: center;">Access is level with wide automatic doors at the entrance. Internally there is a hearing loop.</p> <p style="text-align: center;"><b>Parking</b></p> <p style="text-align: center;">There is a free car park at the rear of the branch.</p> <p style="text-align: center;"><b>Transport</b></p> <p style="text-align: center;">There is a frequent bus service available between Haywards Heath branch and this Post Office service. The nearest bus stop is approximately 25 metres away.</p>				

<b>Lindfield Post Office</b>							
<b>Address</b>	81 High Street Lindfield Haywards Heath RH16 2HN						
<b>Post Office Opening hours</b>	<table border="1" style="margin-left: auto; margin-right: auto;"><tr><td style="text-align: center;">Mon - Fri</td><td style="text-align: center;">06:00 – 17:00</td></tr><tr><td style="text-align: center;">Sat</td><td style="text-align: center;">07:00 – 17:30</td></tr><tr><td style="text-align: center;">Sun</td><td style="text-align: center;">07:00 – 13:00</td></tr></table>	Mon - Fri	06:00 – 17:00	Sat	07:00 – 17:30	Sun	07:00 – 13:00
Mon - Fri	06:00 – 17:00						
Sat	07:00 – 17:30						
Sun	07:00 – 13:00						
<b>Distance</b>	Approximately 1.9 miles away from Haywards Heath branch, along varied terrain.						
<b>Products &amp; Services</b>	A wide range of products and services are available including purchasing of Travel Money and On Demand Travel Insurance.						
<b>Accessibility</b>	<p style="text-align: center;"><b>Access and facilities</b></p> <p style="text-align: center;">Access is via steps with a manual door at the entrance. Internally there is a hearing loop.</p> <p style="text-align: center;"><b>Parking</b></p> <p style="text-align: center;">Time restricted roadside parking is available nearby limited to two hours between 08:00 – 18:00.</p> <p style="text-align: center;"><b>Transport</b></p> <p style="text-align: center;">There is a frequent bus service available between Haywards Heath branch and this Post Office service. The nearest bus stop is approximately 110 metres away.</p>						

### Cuckfield Post Office

<b>Address</b>	High Street Cuckfield Haywards Heath RH17 5JU		
<b>Post Office Opening hours</b>	Mon - Fri	09:00 – 17:30	
	Sat	09:00 – 13:00	
	Sun	Closed	
<b>Distance</b>	Approximately 2.2 miles away from Haywards Heath branch, along varied terrain.		
<b>Products &amp; Services</b>	A wide range of products and services are available including purchasing Euros.		
<b>Accessibility</b>	<p style="text-align: center;"><b>Access and facilities</b></p> <p style="text-align: center;">Access is via a step with a manual door at the entrance. Internally there is a hearing loop.</p> <p style="text-align: center;"><b>Parking</b></p> <p style="text-align: center;">Time restricted roadside parking is available nearby limited to one hour between 08:00 – 18:00.</p> <p style="text-align: center;"><b>Transport</b></p> <p style="text-align: center;">There is a regular bus service available between Haywards Heath branch and this Post Office service. The nearest bus stop is approximately 20 metres away.</p>		

### Worlds End Post Office

<b>Address</b>	20-24 Leylands Road Burgess Hill RH15 0QG		
<b>Post Office Opening hours</b>	Mon - Fri	08:00 – 20:00	
	Sat	08:00 – 18:00	
	Sun	Closed	
<b>Distance</b>	Approximately 2.9 miles away from Haywards Heath branch, along varied terrain.		
<b>Products &amp; Services</b>	A wide range of products and services are available including purchasing Euros and National Lottery.		
<b>Accessibility</b>	<p style="text-align: center;"><b>Access and facilities</b></p> <p style="text-align: center;">Access is level with a manual door at the entrance. Internally there is a hearing loop.</p> <p style="text-align: center;"><b>Parking</b></p> <p style="text-align: center;">Parking is available at Worlds End Recreation Car Park approximately 155 metres away.</p> <p style="text-align: center;"><b>Transport</b></p> <p style="text-align: center;">There is a frequent bus service available between Haywards Heath branch and this Post Office service. The nearest bus stop is approximately 75 metres away.</p>		

<b>Burgess Hill Post Office</b>			
<b>Address</b>	105-107 Church Walk Burgess Hill RH15 9AS		
<b>Post Office Opening hours</b>	Mon - Fri	09:00 – 17:30	
	Sat	09:00 – 15:00	
	Sun	Closed	
<b>Distance</b>	Approximately 4 miles away from Haywards Heath branch, along varied terrain.		
<b>Products &amp; Services</b>	The same wide range of products and services are available.		
<b>Accessibility</b>	<b>Access and facilities</b>		
	Access is level with a manual door at the entrance. Internally there is a low level writing desk and a hearing loop.		
	<b>Parking</b>		
	There is a pay & display multi-storey car park at The Marlets Shopping Centre approximately 100 metres away.		
	<b>Transport</b>		
	There is a frequent bus service available between Haywards Heath branch and this Post Office service. The nearest bus stop is approximately 210 metres away.		

<b>Crawley Post Office</b>			
<b>Address</b>	7 The Boulevard Crawley RH10 1AA		
<b>Post Office Opening hours</b>	Mon, Wed Thu, Fri & Sat	09:00 – 17:30	
	Tue	09:15 – 17:30	
	Sun	Closed	
<b>Distance</b>	Approximately 12.5 miles away from Haywards Heath branch, along varied terrain.		
<b>Products &amp; Services</b>	The same wide range of products and services are available with the addition of the biometric enrolment for the Home Office.		
<b>Accessibility</b>	<b>Access and facilities</b>		
	Access is level with wide automatic doors at the entrance. A low level serving counter, low level writing desks, low level pinpads and hearing loops are available.		
	<b>Parking</b>		
	Time-restricted pay & display parking is available outside of the branch limited to one hour between 09:00 – 17:00.		
	<b>Transport</b>		
	Public transport services are available to and from the surrounding area. There nearest bus stop is approximately 120 metres away.		

## **Principles of Community Engagement on changes to the Post Office network**

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup>/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>4</sup>
- 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-week<sup>5</sup> 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, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.***

*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 watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog 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**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>3</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

<sup>4</sup> 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.

<sup>5</sup> 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.