



Dear Customer

Changes to Pangbourne Outreach Services

Affecting: Purley, Upper Basildon and Benson Hosted Outreaches

We are writing to inform you that regrettably, due to operational reasons, Purley Outreach service operated by the Postmaster from Pangbourne Post Office, will be closing from Wednesday 1 July 2026.

When a Post Office branch closes, through postmaster resignation or as in this instance, unexpectedly, Post Office undertake a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office services. Consequently, we are not looking to replace Purley Outreach at this time.

There will also be some changes to the opening hours at Upper Basildon and Benson Hosted Outreaches. These changes will also come into effect from Wednesday 1 July 2026. Further details of the changes to these existing services are provided at the end of this letter.

We will display posters locally to let our customers know. If you are a local representative, it would be helpful if you could share this information through your social media channels and 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 the local community. If you would like a supply of posters, please let us know.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notifications is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

David Hempstead

David Hempstead
Retail Change Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Alternative branches for Purley Outreach Service:

The Barn, Goosecroft Lane, Purley on Thames, RG8 8BW

Pangbourne Post Office		Services
Collins, 20 Reading Road Pangbourne Reading, RG8 7LY		Offers the same services, with the addition of a comprehensive range of Travel Money.
Opening times		Access
Mon - Fri	08:30 – 17:30	There is level access at the entrance to the premises.
Sat	08:30 – 14:00	
Sun	Closed	
Getting there		
Approximately 1.4 miles from Purley Outreach Service, along varied terrain. Roadside parking is available nearby. Local buses serve the area.		

School Road Post Office		Services
8A School Road Tilehurst, Reading, RG31 5AL		Offers the same services, with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is level access at the entrance to the premises.
Sat	09:00 – 13:30	
Sun	Closed	
Getting there		
Approximately 2.5 miles from Purley Outreach Service, along varied terrain. There is a customer car park in front of the branch. Local buses serve the area.		

Details of the change to existing Outreach Service opening hours:

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Upper Basildon Hosted Outreach St Stephens Church, Pangbourne Road, Upper Basildon, Reading, RG8 8LS			
Current opening times		New opening times	
Monday	10:00 – 12:30	Monday	10:00 – 12:30
Friday	09:00 – 11:30		

Details of the change to existing Outreach Service opening hours:			
Benson Hosted Outreach Benson Parish Hall, Sunnyside, Benson, Wallingford, OX10 6LZ			
Current opening times		New opening times	
Monday	09:00 – 12:00 & 13:00 – 16:00	Tuesday	09:30 – 12:30 & 13:00 – 16:00
Tuesday	09:00 – 12:00 & 13:00 – 16:00	Wednesday	09:30 – 12:30
Wednesday	09:30 – 12:30	Thursday	09:30 – 12:30
Thursday	09:30 – 12:30		

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

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

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
- Unplanned closure¹/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

These Principles have been agreed with Citizens Advice, Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

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¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.