



Dear Customer

## **Local public consultation – Decision**

**Abergavenny Post Office  
1 St Johns Square, Abergavenny, NP7 5EB**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into – Ryman, 17A Cibi Walk, Frogmore Street, Abergavenny, NP7 5AJ, where it will be operated by a retail partner.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 17:30 on Thursday 24 November 2022, with the new branch opening, at Ryman, 17A Cibi Walk, at 13:00 on Friday 25 November 2022. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://postofficeviews.co.uk)

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

Yours faithfully

Yours faithfully

*Sarah Cottrell*

Sarah Cottrell  
Network Provision Manager  
Post Office Limited

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

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

FREEPOST Your Comments

**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.**

# Appendix A

## Response to Local Public Consultation

Consultation started 6 September 2022

Consultation ended 18 October 2022

### Consultation responses

- 266 responses from customers and local representatives

### Key issues raised

- Parking and traffic congestion
- Access, internal space & Queuing
- Staffing and Customer Service
- Undeliverable items of Mail

### Parking and traffic congestion

Parking and peak time traffic congestion are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that there are several car parks in the vicinity of the proposed premises: Pay & display, long-stay car parking is approximately 67m away at Castle Street carpark with 208 spaces available. There are 16 designated disabled bays which are free. There is a pedestrian crossing from the carpark to the Ryman store.

### Access, internal space & Queuing

Access at the new location is level at the entrance, Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. The store will be refurbished and the layout, fixtures & fittings will be adapted to create a dedicated Post Office with a queuing area. The new operator will ensure the entrance, aisles and the waiting area are kept free from obstructions and that adequate room is provided for customers and a wheelchair to move around without difficulty.

### Staffing and Customer Service

Any person employed to work in in the new branch will be trained to the highest Post Office standards and the branch staff will receive on-going training on products and services, as well as general operational and service-related matters. There will be three serving positions in total; two screened and a Post Office serving point at the retail counter. The serving point at the retail counter will be open seven days a week, offering selected Post Office services and giving customers the option to visit at times that may suite them better or when the branch is less busy. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter. The number of serving positions has been based on current and future predicted business levels. We will continue to monitor service demand in the area, along with customer usage at the new branch following the move and will work with the branch to make sure service standards are maintained.

### Undeliverable items of Mail

The Royal Mail delivery office will not be affected by the move. However, Royal Mail are investigating the possibility of allowing customers to collect their undeliverable items of mail from the Royal Mail delivery office. All other existing Post Office services will be available from the new branch.

## Appendix B

### Abergavenny Post Office Information Summary

Ryman  
17A Cibi Walk  
Frogmore Street  
Abergavenny  
NP7 5AJ

#### Opening hours (Post Office Counter)

Mon - Sat	09:00 - 17:30
Sun	Closed

#### Opening hours (at retail counter)

Mon - Sat	09:00 - 17:30
Sun	10:00 - 16:00

**During the Coronavirus pandemic the branch may need to make changes to its opening hours. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

#### Products & Services

The same range of products and services will still be available, except for collection of undelivered mail.

#### Serving positions

There will be three serving positions in total; two screened and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.

#### Access

Access will be level with a wide door at the entrance to the new premises. A low-level serving counter, a low-level writing desk and a hearing loop will be available.

#### Getting there

The new branch will be located approximately 350 metres away from the current branch, along varied terrain. There are several car parks in the vicinity of the proposed premises: Fairfield pay and display car park and Tiverton Place pay and display car park are both within 220 metres. These car parks offer free parking for disabled badge holders in any bay. Additionally, King Street pay and display car park is located approximately 55 metres away and there is limited time restricted roadside parking with designated marked disabled bays on Queen Street behind the proposed premises. Public transport is available to and from the surrounding areas.

#### Retail

Stationery

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## **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](http://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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>1</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>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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**  
**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</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>2</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.

<sup>3</sup> Locally elected representatives include 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.

<sup>4</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 <sup>3</sup> and <sup>4</sup> 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.