



Dear Customer

Local public consultation – Decision

Abertridwr Post Office
13-15 Thomas Street, Abertridwr, Caerphilly, CF83 4AU

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the relocation of the above Post Office into The Square, at Abertridwr, Caerphilly, CF83 4DH, (in the former Panteg Hotel), where it will be operated by a retail partner.

We are sorry for the delay in confirming our decision. The new branch was planned to open at the new premises between January 2020 and March 2020, however this had been delayed due to building works. Please accept our apologies for any inconvenience caused by the delay of the Post Office relocation.

The new site has been undergoing extensive redevelopment and we have been unable to confirm the date for the relocation of the Post Office until we have a clearer indication of the timescale for the completion of the building works at the new premises.

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.

We can confirm the current branch will close at 17:30 on Wednesday 26 January 2022, with the new branch opening, at The Square, Abertridwr, Caerphilly, (in the former Panteg Hotel), at 13:00 on Friday 28 January 2022.

If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Penyrheol Post Office, 8 - 10 Troed Y Bryn Caerphilly, CF83 2PX
- Senghenydd Post Office, 116 Commercial Street, Senghenydd, Caerphilly, CF83 4GB

This information is also available on the Post Office Consultation Hub at: 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.

We hope that you and our customers will continue to support your new Post Office branch.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Provision Manager
Post Office Limited

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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 23 March 2017
Consultation ended 8 May 2017

Consultation responses

- 3 responses from customers and local representatives

We received three individual responses from customers and local representatives during the local public consultation period. Respondents welcomed the proposed move to a newly refurbished building within the village and the improved access and easier parking that this would provide.

We have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located, and this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch. We already have over 3500 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers, and we want to make our services as accessible as possible. The new premises will offer customer parking, including designated disabled bays, and access into the new store will be level with a wide door at the entrance. Internally, there will be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.

Internally, a modern, new main style Post Office branch will be built to our high specifications, with one screened and one open plan counter position and incorporating low-level facilities. We will be working closely with the Postmaster on the design of the new branch to make sure that internal layout provides adequate space and privacy for Post Office customers and access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles. Customers will be able to transact the same wide range of products and services as currently, with the addition of a selection of on demand Travel Money. The main Post Office counter opening hours will be from Monday to Friday, between 09:00 and 17:30, and Saturday, between 09:00 - 12:30.

Additionally, there will be a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week and will offer significantly longer opening times than the main Post Office counter, allowing customers to transact the majority of Post Office products and services alongside retail transactions across seven days a week and at times that are more convenient for them. Customers can also access the full range of Post Office products and services at Penyrheol Post Office.

The UK is currently experiencing a public health emergency as a result of the COVID-19 Pandemic and as such, it is critical that we as a business take a range of measures to keep everyone safe. Please be assured that Post Office Ltd has been working hard to follow Government guidelines and we have supplied branches with the Personal Protective Equipment that they require to make branches a safe environment for their customers and staff. Post Office Ltd will continue to work safely during this pandemic, ensuring as many people as possible visiting our branches comply with social distancing guidelines.

Post Offices are designated an essential service, providing a unique service for a range of necessary activities and we are following the governments guidance on social distancing to support the safety of our staff and customers. As the situation changes, we continue to update staff and customers with practical instructions to allow them to stay safe whilst serving the needs of their communities. We remain committed to providing essential services to our communities whilst keeping our colleagues and customers safe.

We're confident that our Postmasters and their staff are acting in accordance with the official advice and we're doing everything we can to keep our branches open and safe.

Appendix B

Abertridwr Post Office Information Sheet

**The Square
Abertridwr
Caerphilly
CF83 4DH
(formally known as Panteg Hotel)**

New Post Office opening hours

Monday - Friday	09:00 - 17:30
Saturday	09:00 - 12:30
Sunday	Closed

New Opening times of Post Office service at retail counter

Monday - Sunday	09:00 - 22:00
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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

Products & Services

The same wide range of products and services will still be available with a selection of on demand travel money.

Serving positions

There will be three serving positions. These will be a mixture of one screened, one open plan and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.

Access

The new premises will have level access with a wide door at the entrance. Internally, there will be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.

Getting there

The new branch will be located approximately 83 metres away from the current branch, along varied terrain. There will be a large, dedicated customer car park located at the rear of the new premises with designated marked disabled parking bays.

Retail

Convenience store

Date of move

Friday 28 January 2022 at 13:00

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

- Permanent closure of a Post Office branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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

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Textphone: 03457 22 33 55

¹ 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.

² 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.

³ 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.

⁴ 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 ³ and ⁴ 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.