



Dear Customer

Local public consultation – Decision

Barmouth Post Office

Previously located at: McColl's, High Street, Barmouth, LL42 1DW

I'm writing to confirm that we have completed consultation regarding Barmouth Post Office moving to the new premises. This branch relocated to Spar, King Edward Street, Barmouth, LL42 1AN on Monday 7 March 2022.

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 finalising our plans. 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 is meeting customer needs and delivering an excellent service, whilst securing the long-term viability of Post Office services in the local community.

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.

Yours faithfully

Mike Ball

Mike Ball
Partner Account Manager
Post Office Limited

comments@postoffice.co.uk

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 11 January 2022

Consultation ended 22 February 2022

Consultation responses

- 113 responses from customers and local representatives

Meetings

Post Office representatives met with Member of the Senedd Mabon ap Gwynfor, Councillor Katie Price and Councillor Gethin Glyn Williams on 27 January 2022.

Key issues raised

- Distance
- Parking
- Space within shop
- Opening Hours
- Services
- Staff training

Response to issues raised

Distance

The new premises are located approximately 150 metres from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site. There is also designated pedestrian crossing with traffic lights directly outside the new branch.

Parking

Parking and the availability of parking spaces 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 time restricted roadside parking is available nearby along Station Road and A496. Additionally, Jubilee Pay & Display Car Park is within 250 metres and Black Patch Pay & Display Car Park within 350 metres of the new branch. Disabled off-road parking spaces also available approximately 70 metres away from new branch outside Barmouth Library.

Space within shop

Internally the new branch is in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We work closely with the new operator on the internal layout and some fixtures and fittings have been re-aligned or removed. This has allowed unobstructed access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty. The shop staff will provide additional assistance by request if necessary..

There is a single Post Office serving point at the retail counter, based on current and future predicted business levels. The new branch provides Post Office services daily over extended opening hours therefore allowing customers to visit branch when it is convenient for them. The longer opening hours also would allow more customers to use Post Office services later in the day, reducing the queuing and waiting times in busy periods such as summer season.

Opening hours

The new branch will offer the previously advertised opening hours Mon - Sun 07:00 – 23:00 from Monday 21 March 2022. To ensure that enough staff are extensively trained to provide Post Office services during those hours, the branch will operate with reduced opening hours Mon – Sun 09:00 – 17:00 for the first two weeks after commencing the service.

Services

A range of Post Office products and services continue to be available except Passport Check & Send and Travel Money which can be accessed at Dolgellau Post Office. The latest branch information is available and the services they offer can be found on our website, www.postoffice.co.uk/branch-finder Customers can also continue to use Post Office for business banking, however there are restrictions on maximum value of some transactions. The branch staff will advise about any changes to the specific transactions.

The Post Office Security Team assess any premises put forward to house a Post Office. All aspects of security are taken very seriously and there are strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the postmaster's care at the new premises. The new branch has a secure storage space for banking and postal transactions.

Privacy

We work closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we have discussed issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

Staff training

The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling. Staffing levels will be aligned to meet customer demand.

Appendix B

Barmouth Post Office Information Sheet

Spar, King Edward Street, Barmouth, LL42 1AN

New opening hours (from 21 March 2022)

Mon - Sun	07:00 - 23:00
-----------	---------------

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

Products & Services

A range of products and services are available,

Serving positions

There is a Post Office serving point at the retail counter.

Access

Access is level with a wide door at the entrance to the new premises. Hearing loops are available.

Getting there

The new branch is located approximately 150 metres away from the previous branch, along varied terrain. Time restricted roadside parking is available nearby. Additionally, there are several Pay & Display car parks in the vicinity of the new premises. Public transport is available to and from the surrounding areas.

Retail

Convenience store

Barmouth Post Office services available

For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.

	New branch
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	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Driving	
Vehicle tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros Dollars
Travel insurance referral	✓
Passport Check & Send	✗
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	Shop's Own
Payment by cheque	✓
<p>Products marked ✗ and other products are available at Dolgellau Post Office, Plas Yn Dref Street, Dolgellau, LL40 1AD</p> <p align="right">Opening times: Mon – Sun 07:00 – 23:00</p>	

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

Call: 03452 66 01 15

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.