



Dear Customer

**Bwlchllan Post Office®**  
**Previous location: Bwlchllan, Lampeter, SA48 8QG**

**Public Consultation – Service Re-opening**

We are restoring Post Office services to our customers in Bwlchllan, we are introducing a Mobile Outreach service which will operate from Bwlchllan Chapel Car Park, Bwlchllan, Lampeter, SA48 8QG.

The branch closed on 18 January 2018 because the Postmaster retired. We are therefore pleased to inform you that a nearby Postmaster from Felinfach Post Office has been identified, who will offer the service from Bwlchllan Chapel Car Park. The new service commenced on 24 January 2018. The establishment of a Mobile service presents the best possible solution in the Bwlchllan area.

Full details of the new service are provided at the end of this letter.

**Consulting on the proposed change**

We're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the new location and new service. We would really like to hear your views on this proposal particularly on the following areas:

- How suitable you think the new location is and how easy it is to get there
- Are there any other local community issues which you believe could be affected by or affect the proposed change

If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are overleaf. Any information we receive will be considered as we finalise our plans for the new service.

Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 348613

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

**Dates for the local public consultation:**

Local Public Consultation starts	07 February 2018
Local Public Consultation ends	21 March 2018

The relocated service at Bwlchllan commenced on 24 January 2018. However, this does not affect the period of public consultation which is ongoing until 21 March 2018. We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

Yours faithfully



**Sarah Cottrell**  
**Network Operations Area Manager**

**How to contact us:**

- 🖨️ [postofficeviews.co.uk](https://postofficeviews.co.uk)
- ✉️ [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
- ☎️ Customer Helpline: 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.**

Want to tell us what  
you think right here  
and now – scan here.

If you don't have a QR  
code scanner on your  
phone, you can find  
one in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

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

<b>Bwlchllan Post Office information sheet</b>			
<b>New Post Office location</b>			
<b>Address</b>	Bwlchllan Chapel Car Park Bwlchllan Lampeter SA48 8QG		
<b>Service Opening hours</b>	<table border="1"> <tr> <td>Wed</td> <td>16:30 - 17:30</td> </tr> </table>	Wed	16:30 - 17:30
Wed	16:30 - 17:30		
<b>Distance</b>	10 metres away from the previous branch, along level terrain.		
<b>Products &amp; Services</b>	A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.		
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.</p> <p><b>Transport/parking</b> Parking available close to where the Mobile Van will be parked.</p>		
<b>Local Public Consultation starts</b>	07 February 2018		
<b>Local Public Consultation ends</b>	21 March 2018		

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)