



«Name» - «TitlePosition»
«Organisation»
«Add1»
«Add2»«Add3»«Add4»
«Add5»
«Postcode»

3 August 2017

Dear «u_name»

Caereithin Post Office®
557 Pentregethin Road, Ravenhill, Swansea, SA5 8AD

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to The Chocolate Box, 143-145 Ravenhill Road, Ravenhill, Swansea, SA5 5AH. where it will operate as one of our new main style Post Office branches.

We received 4 individual responses from customers during the local public consultation period. The main feedback centered on parking availability at the new location and ease of access at new location. Other feedback commented on staff and services that the new location will provide. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new branch.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers, and we want ensure our services are as accessible as possible. Access at the new premises is via a ramp with a handrail at the entrance. Internally, the new main style Post Office branch will be built to our high specifications, with two screened incorporating low-level facilities. We will be working closely with the operator on the design of the new branch to make sure that the internal layout provides adequate space and privacy for Post Office customers and access into and inside, including the aisles and queuing area, are kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers including a wheelchair user, have sufficient space to move around whilst conducting their business.

Additionally, there will be a third 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 in line with store opening hours and will open longer than the main Post Office counter, providing customers with the option of visiting the Post Office at times that suit them better. 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. Customers can also access the full range of Post Office products and services at Conway Road Post Office. Full details of the new branch are provided at the end of this letter.

I have carefully considered our original proposal, the feedback received during the 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 that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Wednesday 25 October 2017, with the new branch opening at The Chocolate Box, 143-145 Ravenhill Road, on Thursday 26 October 2017 at 13:00. If there are any unforeseen schedule changes 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 an alternative Post Office branch are provided below for your convenience:

- Conway Road Post Office, 30 Conway Road, West Glamorgan, SA5 7BD

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: **16664299**

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal. We hope that you and our customers will continue to support your new main Post Office branch.

Yours sincerely



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
 -  comments@postoffice.co.uk
 -  Customer Helpline: 03457 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.**

This document is also available to view online, to see it – scan here.

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



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

Details of the new service:

Caereithin Post Office information sheet															
Address	The Chocolate Box 143-145 Ravenhill Road Ravenhill Swansea SA5 5AH														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
Mon	09:00 - 17:30														
Tue	09:00 - 17:30														
Wed	09:00 - 17:30														
Thu	09:00 - 17:30														
Fri	09:00 - 17:30														
Sat	09:00 - 17:30														
Sun	Closed														
New Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon - Sat</td><td>08:30 - 18:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Sat	08:30 - 18:00	Sun	Closed										
Mon - Sat	08:30 - 18:00														
Sun	Closed														
Distance	100 metres away from the current branch, along level terrain.														
Products & Services	The same wide range of products and services would still be available.														
Serving positions	There will be three serving positions, which will be a mixture of two screened and a Post Office serving point provided for use at the retail counter and available during shop opening hours.														
Accessibility & Accessibility works	<p>Access and facilities Access is via a ramp and a handrail. Internally, there will be a hearing loop, a low level serving counter and space for a wheelchair.</p> <p>Parking/Buses Roadside parking is available outside the new premises.</p>														
Retail	Cards and Stationery														
Date of relocation	13:00 on Thursday 26 October 2017														