



Dear Customer

Cefn Glas Post Office®
52 Llangewydd Road, Bridgend, CF31 4JR

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Spar store, 44 – 48 Llangewydd Road, Bridgend, CF31 4JR, where it will operate as one of our new local style Post Office branches.

We have received 7 individual responses from customers and a local representative during the local public consultation period. Some respondents were in support of the proposal as it will enable us to offer extended opening hours, however, some feedback expressed concerns about the parking facilities and space at the proposed premises and the withdrawal of paper based transactions such as paper bills and payment by cheques. This feedback helped me to understand customers' concerns and was taken into account before finalising our plans.

We are very aware of the importance a Post Office branch has in the lives of customers, particularly to elderly and disabled customers and our goal is to do everything we can to make Post Office services as accessible as possible for customers. I can confirm that before the new Post Office branch opens our operator will be making adjustments to facilitate access for customers. The new premises will have an automatic door and a ramp to allow easier access.

The design of the new branch will be in line with our agreed specifications, ensuring there is sufficient space to incorporate the new style local Post Office alongside the retail offer. We will be working closely with our new operator in the internal layout of the branch to make sure there is adequate room for customers and that an appropriate level of privacy is provided at the Post Office till point, which will be open plan and located on the shop counter. Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches.

The local format is designed around following simple processes for handling transactions that are to be as straightforward and quick as possible. This helps to minimise queues and provide an efficient and speedy service. I'm pleased to confirm that following the move of the branch customers will be able to carry out enveloped bank cheque deposits for our partner banks. However a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. I can confirm that these services will still be available at Bryntirion Post Office (full details of this branch are provided on the enclosed information sheet).

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is roadside parking in the area surrounding the new location. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

I have carefully considered my original proposal and the feedback received during the public consultation period. 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 future sustainability for the branch.

To restore Postoffice services as quickly as possible the new branch will open, at Spar store, 44 – 48 Llangewydd Road, at 13:00 on Wednesday 11 April 2018. In line with our Code of Practice we aim to give four week notice of this type of change and apologise that we have not done so on this occasion. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 316611

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.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  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.

We've published our final plan on-line, 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 03452 66 01 15 or Textphone 03457 22 33 55.

Cefn Glas Post Office information sheet

Address	Spar Store 44 – 48 Llangewydd Road Bridgend CF31 4JR														
Opening hours	<table border="1"><tr><td>Monday</td><td>07:00 – 23:00</td></tr><tr><td>Tuesday</td><td>07:00 – 23:00</td></tr><tr><td>Wednesday</td><td>07:00 – 23:00</td></tr><tr><td>Thursday</td><td>07:00 – 23:00</td></tr><tr><td>Friday</td><td>07:00 – 23:00</td></tr><tr><td>Saturday</td><td>07:00 – 23:00</td></tr><tr><td>Sunday</td><td>08:00 – 22:30</td></tr></table>	Monday	07:00 – 23:00	Tuesday	07:00 – 23:00	Wednesday	07:00 – 23:00	Thursday	07:00 – 23:00	Friday	07:00 – 23:00	Saturday	07:00 – 23:00	Sunday	08:00 – 22:30
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Sunday	08:00 – 22:30														
Distance	Next to the current branch.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The new premises will have a wide door and level access. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Off road parking is available outside the new premises.</p>														
Retail	Convenience store														
Date of Relocation	Wednesday 11 April 2018 at 13:00														

Cefn Glas Post Office® services available

Your operator or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	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	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airture)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
	✓
Payment by cheque	
	x
Products marked x are available at Bryntirion Post Office, Bryngolau Road, Bryntirion, Bridgend, CF31 4DD	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30