



Dear Customer

**Glyncorrwg Post Office®**  
**1 Bridge Street, Glyncorrwg, Port Talbot, SA13 3BA**

**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 Village Discount Stores, 28 Dunraven Street, Glyncorrwg, Port Talbot, SA13 3AD, where it will operate as one of our new local style Post Office branches.

We received 1 individual response from a local representative during the consultation period. The feedback welcomed the move to the new location which was said to be in a more central location and welcomed the longer opening times. However, expressed concern about access at the new premises. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as possible. Access at the new premises will be via a small step and a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

The new local style Post Office will operate from an open plan till located at the shop counter, enabling customers to carry out a wide range of Post Office products and services, alongside retail transactions. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based, won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be offered can be accessed at Maesteg Post Office, which provides the full range of services.

The change also means that local residents will benefit from longer opening hours, including Wednesday and Saturday afternoons, Sunday and longer opening times throughout the week, giving customers greater flexibility to use our services throughout store opening hours, seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period along with the impact on local residents and the wider community. I am confident that the new branch is suitably located and this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

The current branch will close at 17:30 on Monday 24 September 2018, with the new branch opening, at Village Discount Stores, 28 Dunraven Street, at 13:00 on Tuesday 25 September 2018. 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:

- Maesteg Post Office, Talbot Street, Maesteg, CF34 9BL

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

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](http://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

*Annete Thomas*

**Annete Thomas**  
**Area Network Change Manager**

How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

<b>Glyncorrwg Post Office information sheet</b>															
<b>Address</b>	Village Discount Stores 28 Dunraven Street Glyncorrwg Port Talbot SA13 3AD														
<b>Opening hours</b>	<table> <tr> <td>Monday</td><td>09:00 – 13:00 14:00 – 20:00</td></tr> <tr> <td>Tuesday</td><td>09:00 – 13:00 14:00 – 20:00</td></tr> <tr> <td>Wednesday</td><td>09:00 – 13:00 14:00 – 20:00</td></tr> <tr> <td>Thursday</td><td>09:00 – 13:00 14:00 – 20:00</td></tr> <tr> <td>Friday</td><td>09:00 – 13:00 14:00 – 20:00</td></tr> <tr> <td>Saturday</td><td>09:00 – 13:00 14:00 – 20:00</td></tr> <tr> <td>Sunday</td><td>10:00 – 13:00</td></tr> </table>	Monday	09:00 – 13:00 14:00 – 20:00	Tuesday	09:00 – 13:00 14:00 – 20:00	Wednesday	09:00 – 13:00 14:00 – 20:00	Thursday	09:00 – 13:00 14:00 – 20:00	Friday	09:00 – 13:00 14:00 – 20:00	Saturday	09:00 – 13:00 14:00 – 20:00	Sunday	10:00 – 13:00
Monday	09:00 – 13:00 14:00 – 20:00														
Tuesday	09:00 – 13:00 14:00 – 20:00														
Wednesday	09:00 – 13:00 14:00 – 20:00														
Thursday	09:00 – 13:00 14:00 – 20:00														
Friday	09:00 – 13:00 14:00 – 20:00														
Saturday	09:00 – 13:00 14:00 – 20:00														
Sunday	10:00 – 13:00														
<b>Distance</b>	120 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> The new premises has a wide door and a step at the entrance.</p> <p><b>Parking</b> Roadside parking is available nearby.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	Tuesday 25 September 2018 at 13:00														

**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.**

## Glyncorrwg Post Office® services available

**Your Postmaster 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](http://www.postoffice.co.uk)**

	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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. signed for & Airsure)	✓
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	✓
<b>Withdrawals, deposits and payments</b>	
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	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	
Other Products are available at <b>Maesteg</b> Post Office, Talbot Street, Maesteg, CF34 9BL	Opening times for Maesteg Post Office: Mon–Fri 09:00 – 17:30 Sat 09:00 – 14:00