



Dear Customer

Llandysul Post Office®
5 Lincoln Street, Llandysul, SA44 4BN

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 – Nisa Extra, Pencader Road, Pontwelly, Llandysul, SA44 4AE, where it will operate as one of our new local style Post Office branches.

We received 27 individual responses from customers and local representatives during the local public consultation period. The main feedback commented that the new location would be further away from the centre of the village and would be more difficult to access, particularly for elderly residents. Other feedback commented on the route to the proposed store and the availability of parking. Citizens Advice, the independent statutory consumer watchdog for the Post Office network, also expressed significant concerns about the proposed move. We also received feedback that welcomed the change. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

I appreciate that the proposed premises are located approximately 500 metres from the current site along varied terrain. 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. However, with the aim of assisting customers the new operator will engage with the relevant authority to suggest the provision of a pedestrian crossing near their store.

Whilst I acknowledge that the bus service between the current branch and the new location is limited, this may still assist some customers to access the new branch. I am pleased to inform you that, following the move, Dolen Teifi, Community Transport, Llandysul will be providing a weekly transport service to the new branch. The continuation of this scheme will be reviewed and will be subject to its usage. The service will be free to all local residents and will depart from Glas Coed Sheltered accommodation at approximately 09:30 on a Thursday morning. Further details are available by telephone on 01559 362403 or email, info@dolenteifi.org.uk. Details of the scheme will be displayed on the notice board at the new branch following the move and will be made available locally.

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 a customer car park adjacent to the Nisa store. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

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 to make our services as accessible as we possibly can. Access at the store is level and via a wide automatic door at the entrance. Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer.

We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear 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.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Customers can also access the full range of Post Office products and services at Lampeter Post Office. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services 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 and the feedback received during the local public consultation period, along with 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 continue to 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 Thursday 31 August 2017, with the new branch opening, at Nisa Extra, Pencader Road, at 13:00 on Friday 1 September 2017. 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 alternative Post Office branches are provided below for your convenience:

- Panteg Cross Roads Post Office, Croeslan, Llandyssl, SA44 4SH
- Lampeter Post Office, Bridge Street, Lampeter, Ceredgion, SA48 7AF

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: 171613.

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: 03457 22 33 44
Textphone: 03457 22 33 55



FREEPOST Your Comments

**Please note this is the full address to use
and no further address details are required.**

**To get this information in a different format, for example, in larger print,
audio or braille please contact the Customer Helpline on 03457 22 33 44
or Textphone 03457 22 33 55.**

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.



Llandysul Post Office information sheet															
Address	Nisa Extra Pencader Road Pontwelly Llandysul SA44 4AE														
Opening hours	<table> <tr> <td>Monday</td><td>07:30 – 21:00</td></tr> <tr> <td>Tuesday</td><td>07:30 – 21:00</td></tr> <tr> <td>Wednesday</td><td>07:30 – 21:00</td></tr> <tr> <td>Thursday</td><td>07:30 – 21:00</td></tr> <tr> <td>Friday</td><td>07:30 – 21:00</td></tr> <tr> <td>Saturday</td><td>07:30 – 21:00</td></tr> <tr> <td>Sunday</td><td>10:00 – 16:00</td></tr> </table>	Monday	07:30 – 21:00	Tuesday	07:30 – 21:00	Wednesday	07:30 – 21:00	Thursday	07:30 – 21:00	Friday	07:30 – 21:00	Saturday	07:30 – 21:00	Sunday	10:00 – 16:00
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Saturday	07:30 – 21:00														
Sunday	10:00 – 16:00														
Distance	500 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	Access and facilities Access will be level with a wide automatic door at the entrance. Internally, there will be a hearing loop and space for a wheelchair. Parking Customer car parking is available to the side of the premises. Buses There is a limited bus service between Llandysul branch and the new premises.														
Retail	Convenience store														
Date of Relocation	Friday 1 September 2017 at 13:00														

Llandysul Post Office® services available	
Your Postmaster or our Customer Helpline on 03457 223344 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	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Aisured)	✓
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	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euro/Dollar
Travel insurance referral	✓
Passport Check & Send	✗
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
Products marked ✗ are available at Lampeter Post Office, Bridge Street, Lampeter, Ceredigion, SA48 7AF	
Opening times: Mon 08:30 - 17:30 Tue – Sat 09:00 - 17:30	