



Dear Customer,

Service Changes to Talsarnau Outreach Service

Changes to Criccieth Mobile Outreach Service

Affecting Gellilydan, Clynnogfawr, Garndolbenmaen, Efailnewydd, Llanaelhaearn, Bryncir, Llithfaen, Pant Glas, Aberech Road, Minffordd, Borth-Y-Gest, Nasareth, Llanfrothan, Y Fron, Rhosgadfan, Llangybi, Talysarn, Edern, Ffestiniog Mobile Services and Hosted Outreach Services at Morfa Bychan, Sarn, Llanfair, Chwilog, Llanbedr, Trawsfynydd

We are writing to advise that we are changing the Hosted service at Talsarnau, to a Mobile service and will be operating from outside its current location at Talsarnau Village Hall, Talsarnau, LL47 6TA. This service will close on Monday 27 January 2025 and will reopen on Monday 3 February 2025 as part of the Betws-Y-Coed Mobile service.

Regrettably, following the resignation of the Postmaster from Criccieth Post Office who provided these Post Office services, the Post Office has undertaken a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, it has informed our plans for the Network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. At this time, therefore, we are not looking to replace the services at Efailnewydd, Llanaelhaearn, Bryncir, Llithfaen, Pant Glas, Aberech Road, Minffordd, Borth-Y-Gest, Nasareth, Llanfrothan, Y Fron, Rhosgadfan, Llangybi, Talysarn, Edern and Ffestiniog, Chwilog, Morfa Bychan, Sarn, Llanfair and Llanbedr. These services will be closing week commencing Monday 27 January 2025. Please also accept my apologies for this late notification.

We apologise for the inconvenience the closures may cause and hope that our customers will continue to use Post Office services from any convenient branch. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Details of possible alternative Post Office services in the area are below:

Pwllheli Post Office, 6 Lower Cardiff Road, Pwllheli, Gwynedd, LL53

South Beach, The C Store, South Beach, Pwllheli, Gwynedd, LL53 5AD

Trefor Post Office, Caernarfon, Gwynedd, LL54 5LW

Penygroes Post Office, 3-5 High Street, Penygroes, Caernarfon, Gwynedd, LL54 6PL

Penrhyndeudraeth Post Office, Church Street, Penrhyndeudraeth, LL48 6AD

Porthmadog Post Office, Bank Place, Porthmadog, Gwynedd, LL49 9AD

Tremadog Post Office, 13-15 Market Square, Tremadog, Porthmadog, Gwynedd, LL49 9RB

We will display posters locally to inform customers about the changes. If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

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The service at Trawsfynydd will be provided by the postmaster from Betws-Y-Coed Post Office from 3 February, the location and opening times of the branch will remain unchanged. Additionally, the Mobile services at Clynnogfawr, Garndolbenmaen and Gellilydan, will temporarily close on 27 January 2025 and will transfer to the Betws-Y-Coed Mobile service. These services will reopen on 3 February at the same locations. The opening times for these services will be changing and are noted below.

We are keen to introduce the Mobile service at Talsarnau as soon as possible, so we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of this change at Talsarnau particularly on the following areas:

- How suitable do you think the location is and how easy is it to get there?
- Do you have any comments on the proposed day and opening hours?

We will be accepting comments until 11 February 2025. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about this Mobile service is provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for this service either by service name, postcode, or the unique code **279222**

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

Yours faithfully

Carol Williams

Carol Y Williams
Area Change Manager

How to contact us:

postofficeviews.co.uk
comments@postoffice.co.uk
Call: 03452 66 01 15
Textphone: 03457 22 33 55
FREEPOST Your Comments

This is all you need to add to your envelope for your letter to reach us.

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

Details of the new Mobile Services:

Talsarnau Mobile Service		Services		
Outside Talsarnau Village Hall Talsarnau Gwynedd LL47 6TA		Offers the same services.		
Opening times		Access		
<table><tr><td>Saturday</td><td>09:50 – 10:35</td></tr></table>		Saturday	09:50 – 10:35	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Saturday	09:50 – 10:35			

Gellilydan Mobile Service		Services		
Car Park Minffordd Terrace Gellilydan Blaenau Ffestiniog LL41 4EA		Offers the same services.		
Opening times		Access		
<table><tr><td>Saturday</td><td>09:00 – 09:30</td></tr></table>		Saturday	09:00 – 09:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Saturday	09:00 – 09:30			

Clynnogfawr Mobile Service		Services		
Clynnogfawr Caernarfon Gwynedd LL54 5PB		Offers the same services.		
Opening times		Access		
<table><tr><td>Saturday</td><td>13:05 – 13:35</td></tr></table>		Saturday	13:05 – 13:35	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Saturday	13:05 – 13:35			

Garndolbenmaen Mobile Service		Services
Outside Village Hall Garndolbenmaen Gwynedd LL51 9TX		Offers the same services.
Opening times		Access
Saturday	14:00 – 14:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Details of the Outreach Service that will be taken over by the postmaster from Betws y Coed

Trawsfynydd Outreach Service		Services
Llys Ednowain Trawsfynydd Blaenau Ffestiniog LL41 4UB		Offers the same services.
Opening times		Access
Mon - Fri	09:00 - 17:00	Access is level at the entrance to the premises
Sat	09:00 - 13:00	

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified² and where there is no degradation of access to Post Office services (into and inside the premises).

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period, we will display a poster in branch and provide information online. We will contact locally elected representatives³, the Consumer Advocacy Bodies and selected charities⁴, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

² Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 3 and 4 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.