



Dear Customer

### Criccieth Mobile Service

To serve the communities with continued access to Post Office services, due to no access to the premises during Covid we introduced a Mobile replacement service at Llanbedr and Talysarn. The Mobile service at Llanbedr will cease on Monday 21 June 2021 and the Mobile service at Talysarn will cease on Wednesday 23 June 2021.

We are delighted to let you know that we will be restoring the Post Office services to the above communities with the reopening of a Hosted Outreach service. We apologise for any inconvenience caused by these temporary closures.

Llanbedr Hosted Outreach service will open at a new location - Wenallt Deli and Tearooms and will commence from Wednesday 30 June 2021.

Talysarn Hosted Outreach service will open at the same previous premises at Talysarn Community Centre and will commence from Monday 28 June 2021.

Following the temporary closure of Ffestiniog Post Office, we will be restoring Post Office services to the community with the introduction of a temporary Mobile service whilst we continue to seek a permanent solution. This Mobile service will commence from Monday 28 June 2021.

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. We are therefore pleased to let you know that we are also planning to introduce a new Mobile service to the communities of Llanystumdwy and Gellilydan. The new Mobile service at Llanystumdwy will commence from Tuesday 29 June 2021 and the Mobile service at Gellilydan will start from Monday 28 June 2021.

We are pleased to inform you that the Postmaster from Criccieth Post Office is willing to run the Mobile services and the Hosted Outreach services, which presents the best possible solution to restore Post Office services to these communities.

To accommodate the new Mobile services and the Hosted Outreach services there will be some changes to the current services at Efailnewydd, Llanaelhaearn, Bryncir, Llithfaen, Pant Glas, Clynnogfawr, Abererch, Minffordd, Borth-y-gest, Nasareth, Llanfrothen, Garndolbenmaen, Llanllyfni, Y Fron, Rhosgadfan, Llangybi, Edern and Talsarnau, from the week commencing Monday 28 June 2021.

Further details of the changes to these services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

We've been working hard to identify a solution to restore services locally and a Mobile service, which is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises, is a tried and tested way of maintaining service to smaller communities.

We will display posters locally to tell customers the good news. If you are a local representative, it would be helpful if you could share this information 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 these posters, please let us know.

As we are keen to restore services to this community as soon as possible, we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of the change, particularly on the following areas:

- How suitable do you think the new location are and how easy is it to get there?
- Do you have any comments about access inside the new premises?
- Do you have any comments on the planned days and opening hours?

We will be accepting comments until 20 July 2021. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details of the new service are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via the link below, then use the search function to find the engagement for this service either by service name, postcode, or the unique code **164604**.

[postofficeviews.co.uk](https://postofficeviews.co.uk)

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. If there are any unforeseen changes to the starting date, posters will be displayed locally to let customers know.

We're carrying out this engagement in line with our Principles of Community Engagement. A copy is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

*Carol Williams*

Carol Williams  
Network Provision Lead

**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.

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.

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#### Details of the new Hosted Outreach service: Llanbedr

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##### Llanbedr Post Office

Wenallt Deli & Tearooms  
Llanbedr  
Gwynedd  
LL45 2LD

##### New opening times

Wednesday	09:30 – 11:30
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##### Services

A range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

##### Access and facilities

There is a low step with a wide door at the entrance to the Wenallt Deli & Tearooms. A portable ramp will be available on request to assist the less abled customers.

Internally, there will be a hearing loop and space for a wheelchair.

##### Transport/parking

Parking is available on the road outside the Wenallt Deli & Tearooms and nearby.

##### Route

This new Hosted Outreach Post Office service is located across the road from the previous Post Office service.

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#### Details of the new Hosted Outreach service: Talysarn

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##### Talysarn Post Office

Talysarn Community Centre  
Station Road  
Talysarn  
Caernarfon  
Gwynedd  
LL54 6HL

##### New opening times

Monday	12:00 – 16:00
Tuesday	13:00 – 16:00
Wednesday	13:00 – 16:00
Thursday	13:00 – 16:00

##### Services

A range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

##### Access and facilities

Access is via a ramp with a handrail and a wide door at the entrance to the Talysarn Community Centre.

Internally, there will be a hearing loop and space for a wheelchair.

##### Transport/parking

There is a dedicated car park outside the Talysarn Community Centre.

##### Route

This new Hosted Outreach Post Office service is located at the same previous premises at Talysarn Community Centre.

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### Details of the new temporary Mobile service: Ffestiniog

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#### Ffestiniog Post Office

At the Car Park  
Off Blaenau Road  
Ffestiniog  
Blaenau Ffestiniog  
Gwynedd  
LL41 4LR

#### Services

A range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

#### Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

#### New opening times

Monday	13:45 – 14:45
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#### Transport/parking

Parking is available within the car park off Blaenau Road.

#### Route

This temporary Mobile Post Office service is located within 140 metres away from the previous branch, along varied terrain.

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### Details of the new Mobile service: Llanystumdwy

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#### Llanystumdwy Post Office

Cae'r Ffynnon Car Park  
Llanystumdwy  
Criccieth  
Gwynedd  
LL52 0SF

#### Services

A range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

#### Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

#### New opening times

Tuesday	09:00 – 09:45
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#### Transport/parking

Parking is available at the Cae'r Ffynnon Car Park.

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### Details of the new Mobile service: Gellilydan

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#### Gellilydan Post Office

At the Car Park  
Minffordd Terrace  
Gellilydan  
Blaenau Ffestiniog  
Gwynedd  
LL41 4EA

#### Services

A range of Post Office services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

#### Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

#### New opening times

Monday	12:00 – 13:00
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#### Transport/parking

Parking is available at the Car Park on Minffordd Terrace.

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**Details of changes to existing Mobile services: Efailnewydd**

**Efailnewydd Mobile Service, The Car Park near Lon Boduan, Bodegroes Terrace,  
Efailnewydd, Pwllheli, Gwynedd, LL53 5TL**

**Current opening times**

Monday	14:45 – 15:45
Thursday	14:00 – 14:45

**New opening times**

Tuesday	15:05 – 16:05
Wednesday	16:15 – 17:00
Thursday	11:10 – 12:10
Friday	16:15 – 17:00

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**Details of changes to existing Mobile services: Llanaelhaearn**

**Llanaelhaearn Mobile Service, Layby at top end of Llanaelhaearn, OS Grid ref SH358447,  
Llanaelhaearn, Caernarfon, Gwynedd, LL54 5AG**

**Current opening times**

Monday	12:00 – 12:45
Thursday	09:00 – 10:00

**New opening times**

Tuesday	11:15 – 12:00
Thursday	14:05 – 14:50

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**Details of changes to existing Mobile services: Bryncir**

**Bryncir Mobile Service, Tilestop Car Park, Bryncir, Garndolbenmaen, Gwynedd, LL51 9LX**

**Current opening times**

Tuesday	10:00 – 10:45
Wednesday	16:15 – 17:00

**New opening times**

Tuesday	09:00 – 09:45
Thursday	16:15 – 17:00

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**Details of changes to existing Mobile services: Llithfaen**

**Llithfaen Mobile Service, Y Ganolfan, Llithfaen, Pwllheli, Gwynedd, LL53 6NH**

**Current opening times**

Monday	13:30 – 14:30
Thursday	11:15 – 12:00

**New opening times**

Tuesday	12:35 – 13:35
Wednesday	15:00 – 16:00
Thursday	12:30 – 13:30
Friday	15:15 – 16:00

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**Details of changes to existing Mobile services: Pant Glas**

**Pant Glas Mobile Service, Next to the Chapel at Bro Nantcyll, Pant Glas,  
Garndolbenmaen, Gwynedd, LL51 9DJ**

**Current opening times**

Wednesday	09:00 – 09:45
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**New opening times**

Wednesday	11:30 – 12:15
Friday	10:15 – 11:00

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**Details of changes to existing Mobile services: Clynnogfawr**

**Clynnogfawr Mobile Service, Clynnogfawr, Caernarfon, Gwynedd, LL54 5PB**

**Current opening times**

Monday	11:00 – 11:45
Thursday	10:15 – 11:00

**New opening times**

Tuesday	10:15 – 11:00
Thursday	15:00 – 15:45
Friday	14:00 – 15:00

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**Details of changes to existing Mobile services: Abererch**

**Abererch Mobile Service, Abererch Road, Abererch, Pwllheli,  
Gwynedd, LL53 5LS**

**Current opening times**

Monday	16:00 – 17:00
Thursday	15:00 – 15:45

**New opening times**

Tuesday	16:15 – 17:00
Thursday	10:10 – 10:55

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**Details of changes to existing Mobile services: Minffordd**

**Minffordd Mobile Service, Minffordd, Penrhyndeudraeth,  
Gwynedd, LL48 6HG**

**Current opening times**

Tuesday	16:00 – 17:00
Friday	16:00 – 17:00

**New opening times**

Monday	15:15 – 16:00
Wednesday	09:00 – 09:45

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**Details of changes to existing Mobile services: Borth-y-gest**

**Borth-y-gest Mobile Service, Borth-y-gest, Porthmadog,  
Gwynedd, LL49 9UB**

**Current opening times**

Tuesday	11:00 – 11:45
Friday	10:30 – 11:30

**New opening times**

Monday	16:15 – 17:00
Wednesday	10:00 – 11:00
Friday	09:00 – 09:45

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**Details of changes to existing Mobile services: Nasareth**

**Nasareth Mobile Service, Nasareth, Caernarfon,  
Gwynedd, LL54 6DW**

**Current opening times**

Wednesday	10:00 – 11:00
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**New opening times**

Wednesday	12:25 – 13:10
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**Details of changes to existing Mobile services: Llanfrothen**

**Llanfrothen Mobile Service, Outside Siop y Pentref, Llanfrothen,  
Penrhyndeudraeth, Gwynedd, LL48 6AX**

**Current opening times**

Tuesday	12:30 – 13:15
Friday	11:45 – 12:30

**New opening times**

Monday	11:00 – 11:45
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**Details of changes to existing Mobile services: Garndolbenmaen**

**Garndolbenmaen Mobile Service, Outside Garndolbenmaen Village Hall,  
Garndolbenmaen, Gwynedd, LL51 9TX**

**Current opening times**

Tuesday	09:00 – 09:45
Friday	09:00 – 10:00

**New opening times**

Monday	10:00 – 10:45
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**Details of changes to existing Mobile services: Llanllyfni**

**Llanllyfni Mobile Service, Neuadd Goffa Llanllyfni, Llanllyfni,  
Caernarfon, Gwynedd, LL54 6SG**

**Current opening times**

Monday	09:00 – 09:45
Wednesday	11:15 – 12:00

**New opening times**

Wednesday	13:45 – 14:30
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**Details of changes to existing Mobile services: Y Fron**

**Y Fron Mobile Service, Canolfan Y Fron, Y Fron, Caernarfon,  
Gwynedd, LL54 7BB**

**Current opening times**

Wednesday	14:00 – 14:45
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**New opening times**

Friday	11:25 – 12:10
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**Details of changes to existing Mobile services: Rhosgadfan**

**Rhosgadfan Mobile Service, Outside Capel Rhosgadfan, Rhosgadfan,  
Caernarfon, Gwynedd, LL54 7ET**

**Current opening times**

Wednesday	15:00 – 15:45
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**New opening times**

Friday	12:25 – 13:10
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**Details of changes to existing Mobile services: Llangybi**

**Llangybi Mobile Service, Lay by Lane Troed Y Garn, Llangybi,  
Pwllheli, Gwynedd, LL53 6DQ**

**Current opening times**

Thursday	16:00 – 17:00
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**New opening times**

Thursday	09:00 – 09:45
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**Details of changes to existing Mobile services: Edern**

**Edern Mobile Service, Lon Gerddi, Edern, Pwllheli, Gwynedd, LL53 8YR**

**Current opening times**

Thursday	12:45 – 13:45
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**New opening times**

Tuesday	14:00 – 14:45
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**Details of changes to existing Outreach services: Talsarnau**

**Talsarnau Outreach Service, Talsarnau Village Hall, Talsarnau,  
Gwynedd, LL47 6TA**

**Current opening times**

Tuesday	10:00 – 12:00
Thursday	10:00 – 12:30

**New opening times**

Tuesday	09:15 – 12:45
Thursday	09:45 – 11:45

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## **Principles of Community Engagement on changes to the Post Office network**

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup>/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

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 representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>4</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>5</sup> local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed.



We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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

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 watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog 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**  
**comments@postoffice.co.uk**  
**FREEPOST Your Comments**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> 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.

<sup>3</sup> 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 2 and 3 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.

<sup>4</sup> There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

<sup>5</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.