



Criccieth Mobile and Outreach Services

We asked your views on some key areas about making some changes to the Mobile and Outreach services operated by the postmaster from Criccieth Post Office.

We have made changes to the opening hours of the Outreach services at Morfa Bychan, Sarn; Chwillog; Talsarnau Llanfair and Llanbedr.

The Outreach service at Talysarn Community Centre, Station Road, Talysarn, Caernarfon, LL54 6HL, ceased from Thursday 17 August 2023. We have introduced a replacement Mobile service which is operating from the car park at the same location of the Talysarn Community Centre. This service commenced from Wednesday 23 August 2023, with new opening hours, on Wednesdays, between, 13:45 and 14:30.

The Llithfaen Mobile service is now operating from a new service stop location, at the Roadside Next to Tafarn Y Fic, Llithfaen, Pwllheli, LL53 6PA.

Due to low customer usage, the Mobile services at Llanllyfni, and Outreach services at Morfa Nefyn, ceased from Monday 21 August 2023.

The changes proposed to the Mobile services at Efailnewydd; Brincir; Llanaelhaearn; Pant Glas; Clynnog Fawr; Abererch Road; Minffordd; Borth-y-gest; Nasareth; Garndolbenmaen; Y Fron; Rhosgadfan; Llangybi; Gellilydan; Ffestiniog; Llanfrothan, Llanystumdwy, Carmel and Edern, did not take place. We apologise for any confusion this may have caused to our customers.

Any future changes to the Outreach and Mobile services, will be carried out in line with our Principles of Community Engagement, an extract of which is available at the end of this letter.

We will continue to review and monitor services on an on-going basis, and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

We would like to thank you for your patience at this time.

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 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 local elected representatives², the Consumer Advocacy Bodies and selected charities³, 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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ 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.

These Principles have been agreed with Citizens Advice, Consumer 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, Consumer 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

² 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.

³ 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.