



Dear Customer

Criccieth Mobile and Outreach Service

Changes to Mobile and Outreach Services

Post Office has undertaken a comprehensive review of the branch network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. We must ensure that our funding and resources are allocated to deliver maximum benefit and sustainable services for all customers and the review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. The Mobile and Outreach services provided by the postmaster at Criccieth Post Office was included in this review.

Consequently, due to low customer usage in some of the locations we have decided to make some changes to the services and opening times to ensure they can continue to operate sustainably. Regrettably, some services will cease due to very low customer usage, However, as part of our continual review of the network, we will monitor the local area and look to provide additional services, if required.

The current Outreach service operating from the Talysarn Community Centre, Station Road, Talysarn, Caernarfon, LL54 6HL, will cease from Thursday 17 August 2023 at 16:00, and we are introducing replacement Mobile service. This Mobile service will operate from the car park at same location of the Talysarn Community Centre, with new opening hours, starting from Tuesday 22 August 2023 at 10:45. We will display posters locally to tell customers about the planned change.

We are keen to proceed with the change to the community in Talysarn as soon as possible, so 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 is and how easy is it to get there?
- Do you have any comments on the planned days and opening hours?

We will be accepting comments until 23 August 2023. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about change to the service in Talysarn 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 **164604**.

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.

Some additional services operated by Criccieth Post Office will also change.

The Llithfaen Mobile service, which is currently operating from the Tafarn Y Fic Car Park, opposite the Village Pub, Llithfaen, Pwllheli, LL53 6PA, will now operate from a new service stop location, at the Roadside Next to Tafarn Y Fic, Llithfaen, Pwllheli, LL53 6PA, with new opening hours, starting from Wednesday 23 August 2023 at 10:30.

Outreach services at Morfa Bychan; Sarn; Chwilog; Talsarnu; Llanfair; Llanbedr, together with the Mobile services at Efailnewydd; Llanaelhaearn; Pant Glas; Clynnog Fawr; Abererch Road; Minffordd; Borth-y-gest; Garndolbenmaen; Y Fron; Rhosgadfan; Llangybi; Gellilydan; Ffestiniog; Nasareth; Llanfrothan, and Edern will have changes to the current opening hours. These changes will take effect from Monday 21 August 2023.

We regret to inform you that due to low customer usage, the Mobile services at Llanystumdwy; Carmel; Llanllyfni, and Morfa Nefyn will cease from Monday 21 August 2023.

Details of changes to the Mobile and Outreach Post Office services are also provided at the end of this letter and posters will be displayed locally so customers are aware of the changes.

We apologise for any inconvenience these changes may cause. Customers requiring Post Office services may use any convenient Post Office branch.

Details of alternative Post Office services in the area are detailed at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder.

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

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.

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

We do hope that you will support the change we are making.

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

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.

**Some branches may need to make changes to their opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder**

**Changes to the Outreach Service at: Talysarn
Taking effect from Tuesday 22 August 2023**

**Current Outreach Service at Talysarn
Community Centre, Station Road, Talysarn, Caernarfon, LL54 6HL**

Current Outreach opening hours

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

New Mobile Service at Talysarn

From the Car Park

Talysarn Community Centre

Station Road

Talysarn

Caernarfon

LL54 6HL

New Mobile opening hours

Tuesday	10:45 – 11:45
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Services

The same range of Post Office products and services will continue to be available.

Access

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 and space for a wheelchair.

Getting there

This Mobile service stop will be located at the Talysarn Community Centre Car Park.

Parking is available within the Talysarn Community Centre Car Park.

**Changes to the Mobile Service at: Llithfaen
Taking effect from Wednesday 23 August 2023**

Current Mobile Service at Llithfaen

Tafarn Y Fic Car Park, Opposite the Village Pub, Llithfaen, Pwllheli, LL53 6PA

Current Mobile opening hours

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

New Mobile Service Stop at Llithfaen

Roadside Next to Tafarn Y Fic

Llithfaen

Pwllheli

LL53 6PA

New Mobile opening hours

Wednesday	10:30 – 11:30
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Services

The same range of Post Office products and services will continue to be available.

Access

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 and space for a wheelchair.

Getting there

This Mobile service stop will be located on the roadside next to the Tafarn Y Fic Pub.

Roadside parking is available nearby.

Alternatives for Llanystumdwy Mobile Post Office Service
From the Caer Ffynnon Car Park, Llanystumdwy, Criccieth, LL52 0SF

Criccieth Post Office

High Street
Criccieth
LL52 0BU

Services

Offers similar services, with the addition of National Lottery, Euros and Dollars On Demand Travel Money, however, excluding On Demand Travel Insurance.

Opening times

Monday to Friday	08:30 – 17:30
Saturday & Sunday	Closed

Access and facilities

This branch has a wide door and access is via a ramp at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 1.4 miles away from Llanystumdwy Mobile service, along varied terrain.

Time restricted roadside parking is available nearby.

There is a regular bus service available between Llanystumdwy Mobile service and this Post Office service. The nearest bus stop is approximately 75 metres away.

Y Ffor Post Office

Londis Gwynfa Stores
Pwllheli
LL53 6UR

Services

Offers similar services, with the addition of National Lottery, however excluding, On Demand Travel Insurance.

Opening times

Monday & Tuesday	09:00 – 17:00
Wednesday	09:00 – 12:00
Thursday & Friday	09:00 – 17:00
Saturday & Sunday	Closed

Access and facilities

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 5.4 miles away from Llanystumdwy Mobile service, along varied terrain.

Parking is available on the forecourt outside the branch. Further roadside parking is available nearby.

There are local buses serving in the surrounding area.

Alternatives for Carmel Mobile Post Office Service
The Village Hall, Carmel, Caernarfon, LL54 7AA

Penygroes Post Office

3 - 5 High Street
Penygroes
Caernarfon
LL54 6PL

Services

Offers similar services, with the addition of National Lottery and Euros On Demand Travel Money, however excluding, On Demand Travel Insurance.

Opening times

Monday to Friday	08:00 – 19:00
Saturday	08:00 – 12:30
Sunday	Closed

Access and facilities

This branch has a wide door and access is steps at the entrance.

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 2.1 miles away from Carmel Mobile service, along varied terrain.

Time restricted roadside parking is available along the High Street and nearby.

There are local buses serving in the surrounding area.

Bontnewydd Post Office

Caernarfon Road
Bontnewydd
Caernarfon
LL54 7UN

Services

Offers similar services, however excluding, Vehicle Tax, and On Demand Travel Insurance.

Opening times

Monday to Saturday	07:00 – 22:00
Sunday	08:00 – 22:00

Access and facilities

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 4 miles away from Carmel Mobile service, along varied terrain.

There is a dedicated car park adjacent to the branch.

There are local buses serving in the surrounding area.

Alternatives for Llanllyfni Mobile Post Office Service
Neuadd Goffa Llanllyfni, Llanllyfni, Caernarfon, LL54 6SG

Penygroes Post Office

3 - 5 High Street
Penygroes
Caernarfon
LL54 6PL

Services

Offers similar services, with the addition of National Lottery and Euros On Demand Travel Money, however excluding, On Demand Travel Insurance.

Opening times

Monday to Friday	08:00 – 19:00
Saturday	08:00 – 12:30
Sunday	Closed

Access and facilities

This branch has a wide door and access is steps at the entrance.

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 0.8 miles away from Llanllyfni Mobile service, along varied terrain.

Time restricted roadside parking is available along the High Street and nearby.

There is a regular bus service available between Llanystumdwy Mobile service and this Post Office service. The nearest bus stop is approximately 120 metres away.

Bontnewydd Post Office

Caernarfon Road
Bontnewydd
Caernarfon
LL54 7UN

Services

Offers similar services, however excluding, Vehicle Tax, and On Demand Travel Insurance.

Opening times

Monday to Saturday	07:00 – 22:00
Sunday	08:00 – 22:00

Access and facilities

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 5.3 miles away from Llanllyfni Mobile service, along varied terrain.

There is a dedicated car park adjacent to the branch.

There are local buses serving in the surrounding area.

Alternatives for Morfa Nefyn Mobile Post Office Service
Canolfan Y Pentre, Lon Isaf, Morfa Nefyn, Pwllheli, LL53 6BW

Nefyn Post Office

High Street
Nefyn
Pwllheli
LL53 6HD

Services

Offers similar services, however, excluding Dollars Travel Money.

Opening times

Monday to Saturday	09:00 – 12:00
Sunday	Closed

Access and facilities

This branch has wide automatic doors and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Mobile Post Office service is located approximately 1.3 miles away from Morfa Nefyn Mobile service, along varied terrain.

There is a dedicated car park outside the branch with designated disabled bays.

There are local buses serving in the surrounding area.

Tudweiliog Post Office

Tudweiliog
Pwllheli
LL53 8NB

Services

Offers similar services, however excluding, Vehicle Tax, Euros and Dollars On Demand Travel Money.

Opening times

Monday to Friday	08:30 – 12:00
Saturday	08:30 – 11:30
Sunday	Closed

Access and facilities

This branch has a wide door and access is via steps at the entrance.

Internally, there is a hearing loop.

Getting there

This Mobile Post Office service is located approximately 4 miles away from Morfa Nefyn Mobile service, along varied terrain.

Roadside parking is available outside the branch and nearby.

There is a limited bus service from Morfa Nefyn Mobile service to this Post Office branch. The nearest bus stop is located opposite the branch.

**Changes to the Outreach Service opening hours
Taking effect from Monday 21 August 2023**

Details of the change to existing Outreach service: Morfa Bychan

Morfa Bychan Outreach Service, Select Convenience Bargain Booze,
Morfa Bychan, Porthmadog, LL49 9UY

Current opening times

Monday	10:30 – 12:30
Wednesday	10:30 – 12:30

New opening times

Monday	09:30 – 11:00
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Details of the change to existing Outreach service: Sarn

Sarn Outreach Service, Waterloo House, Sarn, Pwllheli, LL53 8DT

Current opening times

Tuesday	10:00 – 12:00
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New opening times

Monday	12:15 – 13:45
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Details of the change to existing Outreach service: Chwilog

Chwilog Outreach Service, Chwilog Memorial Hall, Main Road, Chwilog, Pwllheli, LL53 6SH

Current opening times

Monday	13:15 – 15:15
Wednesday	13:15 – 15:15
Friday	13:15 – 15:15

New opening times

Monday	14:30 – 16:00
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Details of the change to existing Outreach service: Talsarnau

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

Current opening times

Tuesday	09:45 – 11:45
Thursday	09:45 – 11:45

New opening times

Tuesday	09:30 – 11:00
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Details of the change to existing Outreach service: Llanfair

Llanfair Outreach Service, Neuadd Goffa, Llanfair, Harlech, LL46 2SA

Current opening times

Friday	12:15 – 13:45
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New opening times

Tuesday	11:30 – 12:30
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Details of the change to existing Outreach service: Llanbedr

Llanbedr Outreach Service, Wenallt Deli and Tea Rooms, Llanbedr, LL45 2LD

Current opening times

Wednesday	09:30 – 11:30
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New opening times

Tuesday	13:00 – 14:00
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Changes to the Mobile Service opening hours
Taking effect from Monday 21 August 2023

Details of the change to existing Mobile service: Efailnewydd

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

Current opening times

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

New opening times

Wednesday	13:30 – 14:30
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Details of the change to existing Mobile service: Llanaelhaearn

Llanaelhaearn Mobile Service, Car Park by School, Llanaelhaearn, Caernarfon LL54 5AL

Current opening times

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

New opening times

Wednesday	09:45 – 10:15
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Details of the change to existing Mobile service: Bryncir

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

Current opening times

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

New opening times

Tuesday	15:15 – 16:00
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Details of the change to existing Mobile service: Pant Glas

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

Current opening times

Wednesday	11:30 – 12:15
Friday	10:15 – 10:45

New opening times

Tuesday	09:00 – 09:30
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Details of the change to existing Mobile service: Clynnog Fawr

Clynnog Fawr Mobile Service, Clynnog Fawr, Caernarfon, LL54 5PB

Current opening times

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

New opening times

Tuesday	14:00 – 14:45
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Details of the change to existing Mobile service: Abererch Road

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

Current opening times

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

New opening times

Wednesday	14:45 – 15:15
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Details of the change to existing Mobile service: Minffordd

Minffordd Mobile Service, Minffordd, Penrhyndeudraeth, LL48 6HG

Current opening times

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

New opening times

Monday	10:45 – 11:30
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Details of the change to existing Mobile service: Borth-y-gest

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

Current opening times

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

New opening times

Monday	09:45 – 10:30
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Details of the change to existing Mobile service: Garndolbenmaen

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

Current opening times

Monday	10:00 – 10:45
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New opening times

Monday	15:45 – 16:15
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Details of the change to existing Mobile service: Y Fron

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

Current opening times

Friday	12:15 – 13:00
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New opening times

Tuesday	12:00 – 12:30
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Details of the change to existing Mobile service: Rhosgadfan

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

Current opening times

Friday	11:15 – 12:00
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New opening times

Tuesday	12:45 – 13:15
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Details of the change to existing Mobile service: Llangybi

Llangybi Mobile Service, Layby Troed Y Garn, Llangybi, Pwllheli, LL53 6DQ

Current opening times

Wednesday	15:25 – 16:15
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New opening times

Wednesday	15:45 – 16:45
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Details of the change to existing Mobile service: Gellilydan

Gellilydan Mobile Service, Car Park, Minffordd Terrace, Gellilydan,
Blaenau Ffestiniog, LL41 4EA

Current opening times

Monday	12:00 – 13:00
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New opening times

Monday	13:15 – 14:00
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Details of the change to existing Mobile service: Ffestiniog

Ffestiniog Mobile Service, Car Park off Blaenau Road, Ffestiniog,
Blaenau Ffestiniog, LL41 4LR

Current opening times

Monday	13:45 – 14:45
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New opening times

Monday	14:15 – 15:00
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Details of the change to existing Mobile service: Nasareth

Nasareth Mobile Service, Nasareth, Caernarfon, LL54 6DW

Current opening times

Wednesday	12:25 – 13:10
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New opening times

Tuesday	09:45 – 10:30
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Details of the change to existing Mobile service: Llanfrothan

Llanfrothan Mobile Service, Outside Siop Y Pentref, Llanfrothan,
Penrhyndeudraeth, LL48 6AX

Current opening times

Monday	11:00 – 11:45
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New opening times

Monday	11:45 – 12:30
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Details of the change to existing Mobile service: Edern

Edern Mobile Service, Side of Road adjacent to Capel Mawr,
Lon Gerddi, Edern, Pwllheli, LL53 8YS

Current opening times

Tuesday	14:00 – 14:45
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New opening times

Wednesday	12:00 – 12:45
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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.