



Dear Customer

Criccieth Mobile Service

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 have introduced a new Mobile Outreach service to the community in Carmel.

The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to local communities without relying on fixed premises.

We are pleased to inform you that the Postmaster from Criccieth Post Office will operate the new Mobile Outreach service from The Carmel Village Hall Car Park, Carmel, Caernarfon, LL54 7AA.

We can confirm the new Mobile Outreach service will commence on Friday 29 July 2022 and will operate every Friday between 13:15 and 14:00.

To accommodate the new Mobile Outreach service at Carmel, we have made changes to the opening hours at the current Mobile Outreach services at Pant Glas, Llithfaen, Clynnogfawr, Y Fron and Rhosgadfan. These changes will take effect from Friday 29 July 2022.

Further details of 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 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.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

Carol Williams

Carol Williams
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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.

Details of the new Mobile Outreach service: Carmel

Carmel Mobile Post Office

At The Car Park

The Carmel Village Hall

Carmel

Caernarfon

LL54 7AA

Opening times

Friday	13:15 – 14:00
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Services

A range of Post Office services will continue to be available.

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.

Transport/parking

Parking is available at the Carmel Village Hall Car Park. Further roadside parking is available nearby.

Route

The Mobile Van will be located at the Carmel Village Hall Car Park.

Details of changes to existing Mobile Outreach Services:

Pant Glas Mobile Outreach Post Office Service

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

Current opening times

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

New opening times

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

Llithfaen Mobile Outreach Post Office Service

**Llithfaen Mobile Service, Tafarn y Fic Car Park, Opposite the Village Pub,
Llithfaen, Pwllheli, Gwynedd, LL53 6PA**

Current opening times

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

New opening times

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

Clynnogfawr Mobile Outreach Post Office Service

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

Current opening times

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

New opening times

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

Y Fron Mobile Outreach Post Office Service

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

Current opening times

Friday	11:25 – 12:10
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New opening times

Friday	12:15 – 13:00
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Rhosgadfan Mobile Outreach Post Office Service

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

Current opening times

Friday	12:25 – 13:10
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New opening times

Friday	11:15 – 12:00
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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 **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, 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

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

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.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.