



Dear Customer

**Engaging with our customers - Share your views**

**Crumlin Mobile Service**

We are delighted to let you know that following the temporary closure of Gwaelod-y-Garth, Efail Isaf and Pant Post Office services, we are restoring Post Office services to these communities with the introduction of a Mobile service.

We've been working hard to identify a solution to restore services locally. 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 within the local communities.

We will also be restoring Post Office services to the communities in Tylorstown, Cross Inn, Cwmaman, Bedlinog, Gelligaer, Markham, Highlight Park, Colcot Road and Merthyr Dyfan, with a Mobile van service.

We are pleased to inform you that the Postmaster from Crumlin Post Office is willing to run the Mobile service, which presents the best possible solution to restore Post Office services within the local communities.

The existing Hosted Outreach services operating from the current premises at Trinant, Cwm, Llanhilleth and Six Bells, will cease from Friday 8 October 2021. We apologise for any inconvenience caused by these temporary closures. To serve communities with continued access to Post Office services, we are moving these post office services and changing to a Mobile van service at a new stop with some minor changes to the opening hours. The Mobile van service will continue to be provided by the Postmaster at Crumlin Post Office.

The above Mobile van Post Office services will commence from Monday 11 October 2021.

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 are confident that our changes will be welcomed by our customers in the local communities.

Further details of the changes to these services are provided at the end of this letter.

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 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.

## **We would like to hear from you**

As we are keen to restore services to these communities as soon as possible, we have decided to go ahead with our plans. Restoring the service as a Mobile outreach is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change, particularly on the following areas:

- How suitable do you think the new locations are 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 22 October 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 services are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via [postofficeviews.co.uk](https://postofficeviews.co.uk), then use the search function to find the engagement for this service either by service name, postcode, or the unique branch code **597458**

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. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

*Katimay John*

**Katimay John**  
**Network Provision Lead**

How to contact us:

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

[comments@postoffice.co.uk](mailto: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 Mobile service: Gwaelod-y-Garth

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#### Gwaelod-y-Garth Post Office

Gwaelod-y-Garth Inn Car Park  
Main Road  
Gwaelod-y-Garth  
Cardiff  
CF15 9HH

#### Services

A range of 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.

#### New opening times

Monday	13:30 – 14:30
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#### Transport/parking

Parking is available at the Gwaelod-y-Garth Inn Car Park and roadside parking is available nearby.

#### Getting there

This new Mobile Post Office service is located approximately 0.3 miles away from the previous Post Office service, along varied terrain.

There is a regular bus service from the previous Post Office service to this new Mobile van service. The nearest bus stop is located within 15 metres away.

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### Details of the new Mobile service: Efail Isaf

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#### Efail Isaf Post Office

Outside Efail Isaf Village Shop  
14 Heol-Y-Ffynnon  
Efail Isaf  
Pontypridd  
CF38 1AU

#### Services

A range of 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.

#### New opening times

Monday	14:45 – 15:45
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#### Transport/parking

Roadside parking is available outside the Village Shop and nearby.

#### Getting there

This new Mobile Post Office service is located outside the previous branch and Efail Isaf Village Shop.

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### Details of the new Mobile service: Pant

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#### Pant Post Office

Car Park next to  
Pantside Primary School  
Old Pant Road  
Newbridge  
Newport  
NP11 5BX

#### Services

A range of 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.

#### New opening times

Friday	12:50 – 13:50
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#### Transport/parking

Parking is available at the Car Park next to the Pantside Primary School.

#### Getting there

This new Mobile Post Office service is located at the Car Park adjacent from the previous branch, along level terrain.

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

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**Tylorstown Post Office**

Outside Edmondes Street  
Playground Park  
Edmondes Street  
Tylorstown  
Ferndale  
CF43 3DD

**Services**

A range of 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.

**New opening times**

Monday	09:45 – 10:45
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**Transport/parking**

Roadside parking is available along Edmondes Street and nearby.

**Getting there**

This new Mobile Post Office service is located approximately 0.2 miles away from the previous branch, along varied terrain. There are local buses serving in the surrounding area.

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### Details of the new temporary Mobile service: Cross Inn

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**Cross Inn Post Office**

At the Car Park Adjacent to  
The New Penny Farthing  
Cardiff Road  
Llantrisant  
Pontyclun  
CF72 8DG

**Services**

A range of 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.

**New opening times**

Monday	11:10 – 12:10
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**Transport/parking**

Parking is available at the Car Park adjacent to The New Penny Farthing.

**Getting there**

This new Mobile Post Office service is located approximately 55 metres away from the previous branch, along varied terrain.

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

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**Cwmaman Post Office**

At the Car Park  
Cwmaman Care Centre  
Residential Care Home  
Morris Street  
Cwmaman  
Aberdare  
CF44 6HW

**Services**

A range of 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.

**Transport/parking**

Parking is available at the Cwmaman Care Centre Car Park and roadside parking is also available along Morris Street.

**New opening times**

Tuesday	09:40 – 10:40
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**Getting there**

This new Mobile Post Office service is located approximately 0.2 miles away from the previous branch, along varied terrain. There is a regular bus service from the previous branch to this new Mobile van service. The nearest bus stop is located within 60 metres away.

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

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**Bedlinog Post Office**

Gibbons Coach  
Station Terrace Coach Yard  
Opposite to Station Hotel  
High Street  
Bedlinog  
Treharris  
CF46 6TT

**Services**

A range of 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.

**Transport/parking**

Roadside parking is available nearby.

**New opening times**

Tuesday	11:15 – 12:15
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**Getting there**

This new Mobile Post Office service is located approximately 160 metres away from the previous branch, along varied terrain.

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

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**Gelligaer Post Office**

At the Car Park  
Behind the Shopping Precinct  
Heol Penallta  
Gelligaer  
Hengoed  
CF82 8FA

**Services**

A range of 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.

**Transport/parking**

Roadside parking is available nearby.

**New opening times**

Tuesday	12:30 – 13:30
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**Getting there**

This new Mobile Post Office service is located approximately 50 metres from the previous branch, along varied terrain.

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

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**Markham Post Office**

At the Car Park  
Markham Park  
Pantycfn Road  
Markham  
Blackwood  
NP12 0RX

**Services**

A range of 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.

**Transport/parking**

Parking is available at the Markham Car Park.

**New opening times**

Wednesday	10:30 – 11:30
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**Getting there**

This new Mobile Post Office service is located approximately 0.3 miles away from the previous branch, along varied terrain. There is a limited service from the previous branch to this new Mobile van service. The nearest bus stop is located outside Markham Park.

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### Details of the new temporary Mobile service: Highlight Park

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#### Highlight Park Post Office

At the Car Park

Highlight Park Medical Practice

Lakin Drive

Barry

CF62 8GP

#### Services

A range of 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.

#### New opening times

Thursday	09:50 – 10:50
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#### Transport/parking

Parking is available at the Highlight Park Medical Practice Car Park.

#### Getting there

This Post Office service is located approximately 0.1 mile away from the previous branch, along level terrain. There are local buses serving in the surrounding area.

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### Details of the new temporary Mobile service: Colcot Road

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#### Colcot Road Post Office

At the Car Park

The Cherry Orchard

Barry Road

Barry

CF62 8EH

#### Services

A range of 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.

#### New opening times

Thursday	11:00 – 12:00
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#### Transport/parking

Parking is available at The Cherry Orchard Car Park.

#### Getting there

This Post Office service is located approximately 1.2 miles away from the previous branch, along varied terrain. There are local buses serving in the surrounding area.

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### Details of the new temporary Mobile service: Merthyr Dyfan

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#### Merthyr Dyfan Post Office

At the Car Park

Barry Rugby Football Club

Merthyr Dyfan Road

Barry

CF62 9TH

#### Services

A range of 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.

#### New opening times

Thursday	12:10 – 13:10
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#### Transport/parking

Parking is available at the Barry Rugby Football Club Car Park.

#### Getting there

This Post Office service is located approximately 0.6 miles away from the previous branch, along varied terrain. There is a regular bus service from the previous branch to this new Mobile van service. The nearest bus stop is located within 500 metres away.

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## Alternative branches

During the Coronavirus pandemic 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](http://www.postoffice.co.uk/branch-finder)

### Details of the new Mobile service: Trinant

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#### Trinant Post Office

At the Layby Outside  
Trinant Community Centre  
Trinant Terrace  
Trinant  
Newport  
NP11 3JH

#### Services

A range of 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.

#### New opening times

Wednesday	09:10 – 10:10
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#### Transport/parking

Parking is available at the layby outside the Trinant Community Centre and roadside parking is available nearby.

#### Getting there

This new Mobile Post Office service is located outside the current Hosted Outreach service at the Trinant Community Centre.

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### Details of the new Mobile service: Cwm

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#### Cwm Post Office

Outside Cwm Library  
Cwm Library  
Canning Street  
Cwm  
Ebbw Vale  
NP23 7RW

#### Services

A range of 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.

#### New opening times

Wednesday	12:25 – 15:25
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#### Transport/parking

Roadside parking is available on Canning Street and nearby.

#### Getting there

This new Mobile Post Office service is located outside the current Hosted Outreach service at Cwm Library.

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### Details of the new Mobile service: Llanhilleth

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**Llanhilleth Post Office**

At the Layby adjacent to  
Llanhilleth Miners Institute  
Llanhilleth  
Abertillery  
NP13 2JT

**Services**

A range of 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.

**New opening times**

Friday	09:10 – 12:10
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**Transport/parking**

Roadside parking is available nearby.

**Getting there**

This new Mobile Post Office service is located approximately 50 metres from the current Hosted Outreach service at Llanhilleth Miners Institute.

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### Details of the new Mobile service: Six Bells

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**Six Bells Post Office**

At the Car Park  
Opposite Ty Ebbw Fach Cafe  
Chapel Road  
Six Bells  
Abertillery  
NP13 2ND

**Services**

A range of 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.

**New opening times**

Thursday	14:10 – 16:10
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**Transport/parking**

Roadside parking is available on the nearby side streets.

**Getting there**

This new Mobile Post Office service is in the Car Park opposite the current Hosted Outreach service at Ty Ebbw Fach Cafe.

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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](https://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 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.

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