



Dear Customer,

Changes to Crumlin Mobile Service
Affecting Llanhilleth, Cwm and Highlight Park Mobile Services

We are writing to inform you that, regrettably, the postmaster from Crumlin Post Office will no longer be able to operate Highlight Park Mobile service operating from Highlight Park Medical Practice Car park, Lakin Drive, Barry, CF62 8GP, due to low usage. This service will be closing on Thursday 07 May 2026 at 10:20.

When a Post Office branch closes, Post Office undertake a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office services. Consequently, we are not looking to replace Highlight Park Mobile service at this time.

There will need to be some changes to the current Mobile services offered by Crumlin Mobile van, to accommodate the closure, affecting the opening times for services at Llanhilleth and Cwm Mobile services from week commencing Monday 04 May 2026. Further details of the changes to these services are also provided at the end of this letter.

If you are a local representative, please feel free to 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 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. An extract relating to Notification is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully,

Emily Chilman

Emily Chilman
Retail Change Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of Alternative branches for Highlight Park Mobile Service:

Park Crescent Post Office	Services available						
41-42 Park Crescent Barry CF62 6HE	Offers similar services, however excluding Dollar Travel Money.						
Opening times	Access						
<table border="1"> <tr> <td>Mon – Fri</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Sat</td> <td>07:30 – 19:00</td> </tr> <tr> <td>Sun</td> <td>07:30 – 17:00</td> </tr> </table>	Mon – Fri	07:00 – 19:00	Sat	07:30 – 19:00	Sun	07:30 – 17:00	Access is level at the entrance to the premises.
Mon – Fri	07:00 – 19:00						
Sat	07:30 – 19:00						
Sun	07:30 – 17:00						
Getting there							
Approximately 1.6 miles from Highlight Park Mobile service, along varied terrain. There is a regular bus service between Highlight Park Mobile service and this branch with a bus stop within 110 meters.							

Barry Road Post Office	Services available						
103 Barry Road Barry CF63 1BB	Offers the same services, with the addition of a comprehensive range of Travel Money, Vehicle Tax and On Demand Travel Insurance.						
Opening times	Access						
<table border="1"> <tr> <td>Mon – Fri</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sat</td> <td>09:00 – 15:00</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon – Fri	09:00 – 17:30	Sat	09:00 – 15:00	Sun	Closed	Access is level at the entrance to the premises.
Mon – Fri	09:00 – 17:30						
Sat	09:00 – 15:00						
Sun	Closed						
Getting there							
Approximately 2.2 miles from Highlight Park Mobile service, along varied terrain. There is a regular bus service between Highlight Park Mobile service and this branch with a bus stop within 300 meters.							

Details of the change to existing Mobile service opening hours:

Llanhilleth Mobile Service	Llanhilleth Miners Institute Car park, Llanhilleth, Abertillery, Gwent, NP13 2JT																												
Current opening times	New opening times																												
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Details of the change to existing Mobile service opening hours:

Cwm Mobile Service		Outside Cwm Library, Canning Street, Cwm, Ebbw Vale, NP23 7RW	
Current opening times		New opening times	
Monday	No Service	Monday	No Service
Tuesday	No Service	Tuesday	No Service
Wednesday	13:00 – 16:00	Wednesday	13:00 – 16:00
Thursday	11:20 – 13:20	Thursday	09:15 – 11:15
Friday	No Service	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

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.

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
- Unplanned closure¹/planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

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

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.