



Dear Customer

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

### **Changes to Crumlin Mobile Service**

We are delighted to let you know that we will be restoring Post Office services to the communities of Maesycwmmmer, Penllwyn, Pontllanfraith and Elliots Town from the week commencing Monday 31 January 2022. The previous Outreach service provided to those communities ceased recently, following the retirement of the postmaster from Penmaen Post Office, therefore, it will be restored by a new postmaster from Crumlin Post Office, operating a Mobile service.

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 to smaller communities.

To accommodate the new Mobile service locations, there will be some changes to the current services also provided by Crumlin Post Office at Gwaelod-Y-Garth, Cwmaman, Bedlinog, Gelligaer, Trinant, Markham, Cwm, Highlight Park, Colcot Road, Merthyr Dyfan, Pant, Six Bells and Llanhilleth from the week commencing Monday 31 January 2022.

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 communities of Maesycwmmmer, Penllwyn, Pontllanfraith and Elliots Town as soon as possible, we have decided to go ahead with our plans. Restoring the service at those locations 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 that might benefit customers, 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 proposed days and opening hours?

We will be accepting comments until Wednesday 23 February 2022. 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 the Crumlin Mobile service either by service name, postcode, or the unique branch code **597458**

Once the plans have been finalised, we'll display a posters 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 dates, 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 the new Mobile service at Maesycwmmmer, Penllwyn, Pontllanfraith and Elliots Town.

Yours faithfully

*Katimay John*

**Katimay John**  
**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 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.

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**Details of the new Mobile service at Maesycwmmwr:**

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**Maesycwmmwr Mobile Service**

OAP Hall's car park  
The Crescent  
Maesycwmmwr  
Hengoed  
CF82 7QF

**Services**

A range of services will be available.

**Access**

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

**Opening times**

Tuesday	14:30 – 15:30
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**Parking**

Parking is available close to where the Mobile van will be parked.

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**Details of the new Mobile service at Penllwyn:**

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**Penllwyn Mobile Service**

Outside Penllwyn Premier Store  
25-27 Fleur De Lys Avenue  
Penllwyn  
Blackwood  
NP12 2EN

**Services**

A range of services will be available.

**Access**

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

**Opening times**

Thursday	13:50 – 14:50
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**Parking**

Parking is available close to where the Mobile van will be parked.

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**Details of the new Mobile service at Pontllanfraith:**

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**Pontllanfraith Mobile Service**

Elim Baptist Church's car park  
Newbridge Road  
Pontllanfraith  
Blackwood  
NP12 2LB

**Services**

A range of services will be available.

**Access**

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

**Opening times**

Thursday	14:55 – 15:55
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**Parking**

Parking is available close to where the Mobile van will be parked.

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**Details of the new Mobile service at Elliots Town:**

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**Elliots Town Mobile Service**

White Rose Centre's car park  
Cross Street  
Elliots Town  
New Tredagar  
NP24 6EF

**Services**

A range of services will be available.

**Access**

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

**Opening times**

Friday	09:20 – 12:20
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**Parking**

Parking is available close to where the Mobile van will be parked.

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**Details of changes to existing Crumlin Mobile services:**

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**Gwaelod Y Garth Mobile Service, Gwaelod Y Garth Inn car park, Main Road, Gwaelod Y Garth, Cardiff, CF15 9HH**

**Current opening times**

Monday	12:45 – 13:45
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**New opening times**

Monday	13:00 – 14:00
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**Cwmaman Mobile Service, Cwmaman Care Home car park, Morris Street, Cwmaman, Aberdare, CF44 6HW**

**Current opening times**

Tuesday	09:40 – 10:40
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**New opening times**

Tuesday	09:30 – 10:30
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**Bedlinog Mobile Service, Gibbons Coach Holidays car park, 17 Upper High Street, Bedlinog, Treharris, CF46 6RY**

**Current opening times**

Tuesday	12:30 – 13:30
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**New opening times**

Tuesday	11:15 – 12:15
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**Gelligaer Mobile Service, The Precinct car park behind shops, Heol Cattwg, Gelligaer, Hengoed, CF82 8FA**

**Current opening times**

Tuesday	11:15 – 12:15
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**New opening times**

Tuesday	12:30 – 13:30
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**Trinant Mobile Service, Layby outside Trinant Community Centre, Trinant Terrace, Pentwyn, Newport, NP11 3JH**

**Current opening times**

Wednesday	09:10 – 10:10
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**New opening times**

Wednesday	09:00 – 10:00
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**Markham Mobile Service, Markham Park car park, Markham, Blackwood, Newport, NP12 0RX**

**Current opening times**

Wednesday	10:30 – 11:30
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**New opening times**

Friday	12:25 – 13:25
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**Cwm Mobile Service, Outside Cwm Library, Canning Street, Cwm, Ebbw Vale, Newport, NP23 7RW**

**Current opening times**

Wednesday	12:25 – 15:25
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**New opening times**

Wednesday	13:50 – 16:50
Thursday	16:10 – 16:50

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**Highlight Park Mobile Service, Highlight Park Medical Practice car park, Lakin Drive, Barry, CF62 8GP**

**Current opening times**

Thursday	09:50 – 10:50
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**New opening times**

Thursday	09:20 – 10:20
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**Colcot Road Mobile Service, Cherry Orchard car park, Barry Road, Barry, CF62 8EH**

**Current opening times**

Thursday	11:00 – 12:00
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**New opening times**

Thursday	10:25 – 11:15
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**Merthyr Dyfan Mobile Service, Barry Rugby Football Club car park, Merthyr Dyfan Road, Barry, CF62 9TH**

**Current opening times**

Thursday	12:10 – 13:10
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**New opening times**

Thursday	11:20 – 12:20
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**Pant Mobile Service, Car park next to school, Newbridge, Newport, NP11 5BX**

**Current opening times**

Friday	12:50 – 13:50
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**New opening times**

Tuesday	15:40 – 16:40
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**Six Bells Mobile Service, Outside Ty Ebbw Fach, Chapel Road, Six Bells, Abertillery, NP13 2ND**

**Current opening times**

Friday	14:10 – 16:10
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**New opening times**

Friday	14:15 – 16:15
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**Llanhilleth Mobile Service, Layby to the side of the Llanhilleth Miners Institute, NP13 2JT**

**Current opening times**

Friday	09:10 – 12:10
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**New opening times**

Wednesday	10:10 – 13:10
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**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](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.