



Dear customer

Changes to Crumlin Mobile Outreach Services

Affecting: Colcot Road, Merthyr Dyfan, Penllwyn, Pontllanfraith, Llantrisant, Efail Isaf, Gwaelod-y-garth, Cwm and Llanhilleth

We are writing to inform you that, regrettably, the Mobile services located at Colcot Road, Merthyr Dyfan, Penllwyn and Pontllanfraith, will no longer be available due to low customer usage. These services will, therefore, be closing from week commencing 6 January 2025.

As a result of the closure, there will be some changes to the opening times at Llantrisant, Efail Isaf, Gwaelod-y-garth, Cwm and Llanhilleth. These changes will take place week commencing 6 January 2024.

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

We will display posters locally to let our customers know.

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 you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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.

Yours faithfully

Santosh Samudrala

Santosh Samudrala
Area Change Manager

How to contact us:

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

Alternative branches for Colcot Road Mobile Service Cherry Orchard car park, Barry Road, Barry, Vale of Glamorgan, CF62 8EH

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

| Park Crescent Post Office | | Services |
|--|---------------|---|
| 41-42 Park Crescent, Barry, CF62 6HE | | Offers the same services, however excluding Euro/Dollar Travel Money. |
| Opening times | | Access |
| Mon – Fri | 07:00 – 19:00 | There is a threshold strip at the entrance to the premises. |
| Sat | 07:30 – 19:00 | |
| Sun | 07:30 – 17:00 | |
| Getting there | | |
| Approximately 0.8 miles from Colcot Road Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area. | | |

| Barry Road Post Office | | Services |
|--|---------------|---|
| 103 Barry Road, Barry, CF63 1BB | | Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance. |
| Opening times | | Access |
| Mon - Fri | 09:00 – 17:30 | There is a step at the entrance to the premises. |
| Sat | 09:00 – 15:00 | |
| Sun | Closed | |
| Getting there | | |
| Approximately 0.9 miles from Colcot Road Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area. | | |

Alternative branches for Merthyr Dyfan Mobile Service Barry Rugby Football Club car park, Merthyr Dyfan Road, Barry, Vale of Glamorgan, CF62 9TH

| | | | | | | | |
|--|---|---------------|-----|---------------|-----|--------|--|
| Barry Road Post Office | Services | | | | | | |
| 103 Barry Road, Barry, CF63 1BB | Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, 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 | There is a step at the entrance to the premises. |
| Mon - Fri | 09:00 – 17:30 | | | | | | |
| Sat | 09:00 – 15:00 | | | | | | |
| Sun | Closed | | | | | | |
| Getting there | | | | | | | |

Approximately 1.2 miles from Merthyr Dyfan Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

| | | | | | | | |
|---|---|---------------|-----|---------------|-----|---------------|---|
| Park Crescent Post Office | Services | | | | | | |
| 41-42 Park Crescent, Barry, CF62 6HE | Offers the same services, however excluding Euro/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 | There is a threshold strip 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 2 miles from Merthyr Dyfan Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternative branches for Penllwyn Mobile Service Outside Penllwyn premier store, 25-27 Fleir-de-lys Avenue, Pontllanfraith, Blackwood, Caerphilly, NP12 2EN

| Blackwood Post Office | | Services |
|--|---------------|---|
| Unit 7 The Market Place, Blackwood Gwent NP12 1AU | | Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance. |
| Opening times | | Access |
| Mon - Tues | 09:30 – 17:00 | Access is level at the entrance to the premises. |
| Wed | 09:30 – 16:00 | |
| Thurs - Fri | 09:30 – 17:00 | |
| Sat | 09:30 – 13:30 | |
| Sun | Closed | |
| Getting there | | |

Approximately 1.2 miles from Penllwyn Mobile Service, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

| Penmaen Post Office | | Services |
|--|---------------|---|
| 1 Penmaen Villas, Blackwood, Gwent NP12 0DL | | Offers similar services, with the addition of On Demand Travel Insurance however excluding Dollar Travel Money. |
| Opening times | | Access |
| Mon - Fri | 09:00 – 17:30 | Access to the premises is via a ramp with a handrail. |
| Sat | 09:00 – 12:30 | |
| Sun | Closed | |
| Getting there | | |

Approximately 2.1 miles from Penllwyn Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternative branches for Pontllanfraith Mobile Service Meadow Row car park, adjacent to 16 Meadow Road, Pontllanfraith, Blackwood, NP12 2AG

| Blackwood Post Office | Services |
|--|---|
| Unit 7 The Market Place, Blackwood Gwent NP12 1AU | Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance. |

| Opening times | Access | | | | | | | | | | |
|---|---------------|---------------|-----|---------------|-------------|---------------|-----|---------------|-----|--------|--|
| <table border="1"> <tr><td>Mon - Tues</td><td>09:30 – 17:00</td></tr> <tr><td>Wed</td><td>09:30 – 16:00</td></tr> <tr><td>Thurs - Fri</td><td>09:30 – 17:00</td></tr> <tr><td>Sat</td><td>09:30 – 13:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table> | Mon - Tues | 09:30 – 17:00 | Wed | 09:30 – 16:00 | Thurs - Fri | 09:30 – 17:00 | Sat | 09:30 – 13:30 | Sun | Closed | Access is level at the entrance to the premises. |
| Mon - Tues | 09:30 – 17:00 | | | | | | | | | | |
| Wed | 09:30 – 16:00 | | | | | | | | | | |
| Thurs - Fri | 09:30 – 17:00 | | | | | | | | | | |
| Sat | 09:30 – 13:30 | | | | | | | | | | |
| Sun | Closed | | | | | | | | | | |

Getting there

Approximately 1.2 miles from Pontllanfraith Mobile Service, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

| Penmaen Post Office | Services |
|--|---|
| 1 Penmaen Villas, Blackwood, Gwent NP12 0DL | Offers similar services, with the addition of 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 – 12:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table> | Mon - Fri | 09:00 – 17:30 | Sat | 09:00 – 12:30 | Sun | Closed | Access to the premises is via a ramp with a handrail. |
| Mon - Fri | 09:00 – 17:30 | | | | | | |
| Sat | 09:00 – 12:30 | | | | | | |
| Sun | Closed | | | | | | |

Getting there

Approximately 1.4 miles from Pontllanfraith Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Details of the changes to existing Mobile services:

Llantrisant Mobile Service, Car park opposite the New Penny Farthing,
Cardiff Road, Llantrisant, Pontyclun, CF72 8DG

Current opening times

| | |
|--------|---------------|
| Monday | 11:10 – 12:10 |
|--------|---------------|

New opening times

| | |
|--------|---------------|
| Monday | 11:10 – 11:40 |
|--------|---------------|

Efail Isaf Mobile Service, Outside Efail Isaf Village Shop,
14 Heol Y Ffynon, Efail Isaf, Pontypridd, CF38 1AU

Current opening times

| | |
|--------|-------------|
| Monday | 13:00-14:00 |
|--------|-------------|

New opening times

| | |
|--------|-------------|
| Monday | 12:30-13:30 |
|--------|-------------|

Gwaelod-y-garth Mobile Service, Gwaelod Y Garth Inn car park, Main Road,
Gwaelod Y Garth, Cardiff, CF15 9HH

Current opening times

| | |
|--------|-------------|
| Monday | 14:15-15:15 |
|--------|-------------|

New opening times

| | |
|--------|---------------|
| Monday | 13:45 - 14:15 |
|--------|---------------|

Cwm Mobile Service, Outside Cwm Library, Canning Street,
Cwm, Ebbw Vale, NP23 7RW

Current opening times

| | |
|-----------|---------------|
| Wednesday | 13:00 – 16:00 |
| Thursday | 15:30 – 16:30 |

New opening times

| | |
|-----------|---------------|
| Wednesday | 13:00 – 16:00 |
| Thursday | 11:20 – 13:20 |

Llanhilleth Mobile Service, Llanhilleth Miners Institute car park,
Llanhilleth, Abertillery, NP13 2JT

Current opening times

| | |
|--------|---------------|
| Friday | 14:20 – 16:20 |
|--------|---------------|

New opening times

| | |
|----------|---------------|
| Thursday | 14:00 – 15:00 |
| Friday | 14:20 – 16:20 |

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.