



Dear Customer

Local public consultation – Decision

**Crumlin Post Office
The Village Shop, Unit 5, Institute Building, Crumlin Square,
Crumlin, Newport, NP11 4QD**

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office into a new premises, formerly the Crumlin O.A.P Hall at Main Street, Crumlin, Newport, NP11 4PT, where it will be operated by a retail partner.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close on Wednesday 28 July 2021 at 21:00, with the new branch opening, at the new premises: formerly the Crumlin O.A.P Hall at Main Street, Crumlin, at 09:00 on Saturday 7 August 2021. If there are any unforeseen schedule changes to the dates, posters will be displayed at the branch and locally to let customers know.

Please accept our apologies for the short break in service whilst we complete our plans to open the new branch. During this period of temporary closure customers may use any convenient Post Office branch. The following alternative branches are located nearby for your convenience:

- Newbridge Post Office, 20 High Street, Newbridge, Newport, NP11 4EZ
- Crospenmaen Post Office, Lon Maes Yr Haf, Crospenmaen, Crumlin, Newport, NP11 3BJ

During the relocation of Crumlin Post Office, the Outreach services at Trinant, Cwm, Six Bells and Llanhilleth will cease temporarily from Wednesday 28 July 2021. The Postmaster from Crumlin Post Office will continue to operate the Outreach services, and these will resume from week commencing Monday 9 August 2021.

We would like to apologise for the inconvenience the temporary closures may cause. We hope that our customers will continue to use Post Office services and during the temporary closure of the Outreach services, customers may continue to use any convenient Post Office branch for everyday Post Office products and services. Details of possible alternative Post Office branches in the area are provided below:

- Brynithel Post Office, Brynithel Terrace, Abertillery, NP13 2HE
- Ebbw Vale Post Office, 63 Bethcar Street, Ebbw Vale, NP23 6XA
- Abertillery Post Office, 1 Foundry Bridge, Abertillery, NP13 1BX
- Swffryd Post Office, 3 - 4 Walters Avenue, Crumlin, Newport, NP11 5HT

Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement.

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

Yours faithfully

Sarah Cottrell

**Sarah Cottrell
Network Provision Manager
Post Office Limited**

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.

Appendix A

Response to Local Public Consultation

Consultation started 2 March 2021

Consultation ended 13 April 2021

Consultation responses

- **1 response from local representative**

We recognise that the Post Office plays an important part in the lives of our customers, particularly to the older and disabled people and we want to make our services as accessible as possible. Access at the new premises is via steps or ramp with handrails from the footpath. The shop entrance has a wide door. Internally, there will be a hearing loop and space for a wheelchair.

We are delighted that this branch will meet customer needs whilst helping to provide long term viability and future sustainability.

Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the local style Post Office to operate alongside the Café and retail offer. We will be working closely with the Postmaster on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

The local style Post Office will operate from two Post Office serving points, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The local residents will continue to benefit from the same longer opening hours. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

Appendix B

Crumlin Post Office Information Sheet

Formerly the Crumlin O.A.P Hall
Main Street
Crumlin
Newport
NP11 4PT

New opening hours

Mon	07:00 – 21:00
Tue	07:00 – 21:00
Wed	07:00 – 21:00
Thu	07:00 – 21:00
Fri	07:00 – 21:00
Sat	07:00 – 21:00
Sun	09:00 – 21:00

During the Coronavirus pandemic the branch may need to make changes to its opening hours.

The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder

Products & Services

The same wide range of products and services will still be available.

Serving positions

There will be two Post Office serving positions for use at the retail counter and available during shop opening hours.

The total number of serving positions has been based on current and future predicted business levels.

Access

There will be a wide door at the entrance to the new premises.

Access is via steps or ramp with handrails from the footpath.

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new branch will be located opposite the current branch.

Roadside parking is available nearby and there is a free car park within 100 metres of the new premises.

Retail

Convenience store and Cafe

Date of move

Saturday 7 August 2021 at 09:00

Crumlin Post Office services available

For information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the operator.

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
✓	
Other Products are available at Newbridge Post Office, 20 High Street, Newbridge, Newport, NP11 4EZ	Opening times: Mon – Fri 11:00 – 15:00 Sat 10:00 – 13:00
and at Crospenmaen Post Office, Lon Maes Yr Haf, Crospenmaen, Crumlin, Newport, NP11 3BJ	Opening times: Mon – Sat 06:30 – 21:30 Sun 07:30 – 21:30

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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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 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.

² If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

³ 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.

⁴ 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 ³ and ⁴ 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.