



Dear Customer

Cwmparc Post Office®
177 Park Road, Treorchy, CF42 6HY

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to S & N General Store, Park Road, Treorchy, CF42 6LF, where it will operate as one of our new local style Post Office branches.

We received 65 individual responses from customers and local representatives, including 19 campaign letters during the consultation period. In the main, respondents expressed concerns about access at the new location, while others commented on the availability of space within S & N General Store. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

By way of background, the move of this branch is part of our modernisation and investment plans to provide a Post Office network that is sustainable and will better meet customer needs for the future. As part of the programme, our proposal to relocate Cwmparc Post Office aims to secure Post Office services to the local community for the longer term by providing a more modern and commercially viable service. A number of factors are taken into account when considering an appointment; including access, the size of the premises and the suitability of the host retailer. The processes we follow are established and robust and the new operator was successfully appointed following the completion of our application process.

While I have considered the concerns about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces and parking restrictions are matters outside the direct control of Post Office Limited, however I have conducted a further review. Given the close proximity of the new site, parking arrangements will remain the same, with roadside parking available nearby and in the surrounding area. I am therefore satisfied that access and parking will meet the requirements of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as possible before the new branch opens. The new operator fully understands they are responsible for making sure that their premises meet with all relevant legislation and I am pleased to confirm that before the new Post Office opens, they will install a permanent internal ramp at the entrance.

Internally, the new branch will be built in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the shop and access Post Office services without difficulty.

We will also be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Staff training is to Post Office standards and includes instructions and guidelines to safeguard customer privacy and confidentiality. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services, including the facility to collect undeliverable items of mail, alongside retail transactions. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be offered can be accessed at Treorchy Post Office, which does not sell alcohol and may also provide an alternative option for any customer who would prefer not to use the new branch. It offers the full range of Post Office products.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, we are also confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office services in the local community.

The current branch will close at 17:30 on Monday 19 June 2017, with the new branch opening, at S & N General Store, Park Road, at 13:00 on Tuesday 20 June 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Treorchy Post Office, 21-23 High Street, Treorchy, CF42 6NP

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 376611

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.





Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

This document is also available to view online, to see it – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

| Cwmparc Post Office information sheet | | | | | | | | | | | | | | | |
|--|---|--------|---------------|---------|---------------|-----------|---------------|----------|---------------|--------|---------------|----------|---------------|--------|---------------|
| Address | S & N General Store Park Road Treorchy CF42 6LF | | | | | | | | | | | | | | |
| Opening hours | <table border="1"><tbody><tr><td>Monday</td><td>07:00 – 21:00</td></tr><tr><td>Tuesday</td><td>07:00 – 21:00</td></tr><tr><td>Wednesday</td><td>07:00 – 21:00</td></tr><tr><td>Thursday</td><td>07:00 – 21:00</td></tr><tr><td>Friday</td><td>07:00 – 21:00</td></tr><tr><td>Saturday</td><td>07:00 – 21:00</td></tr><tr><td>Sunday</td><td>08:00 – 20:00</td></tr></tbody></table> | Monday | 07:00 – 21:00 | Tuesday | 07:00 – 21:00 | Wednesday | 07:00 – 21:00 | Thursday | 07:00 – 21:00 | Friday | 07:00 – 21:00 | Saturday | 07:00 – 21:00 | Sunday | 08:00 – 20:00 |
| Monday | 07:00 – 21:00 | | | | | | | | | | | | | | |
| Tuesday | 07:00 – 21:00 | | | | | | | | | | | | | | |
| Wednesday | 07:00 – 21:00 | | | | | | | | | | | | | | |
| Thursday | 07:00 – 21:00 | | | | | | | | | | | | | | |
| Friday | 07:00 – 21:00 | | | | | | | | | | | | | | |
| Saturday | 07:00 – 21:00 | | | | | | | | | | | | | | |
| Sunday | 08:00 – 20:00 | | | | | | | | | | | | | | |
| Distance | 80 metres away from the current branch, along hilly terrain. | | | | | | | | | | | | | | |
| Products & Services | The majority of Post Office products and services will still be available. | | | | | | | | | | | | | | |
| Accessibility & accessibility works | <p>Access and facilities Access will be via a permanent ramp and a wide automatic door at the entrance. Internally there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available nearby.</p> | | | | | | | | | | | | | | |
| Retail | Convenience store | | | | | | | | | | | | | | |
| Date of Relocation | 13:00 on Tuesday 20 June 2017 | | | | | | | | | | | | | | |

Cwmparc Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

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 | Express 24 & 48 |
| British Forces Mail (BFPO) | ✓ |
| International letters & postcards (inc. signed for & Airsure) | ✓ |
| International parcels up to 2kg & printed papers up to 5kg | ✓ |
| Parcelforce Worldwide International parcels | x |
| Articles for the blind (inland & international) | ✓ |
| Royal Mail redirection service | ✓ |
| Local Collect | ✓ |
| Drop & Go | ✓ |

Withdrawals, deposits and payments

| | |
|---|---|
| Post Office Card Account | ✓ |
| Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips. | ✓ |
| Postal orders | ✓ |
| Moneygram | ✓ |
| Change giving | ✓ |

Bill payments

| | |
|--|---|
| Automated bill payments (card or barcoded) | ✓ |
| Key recharging | ✓ |
| Transcash (without barcode) | x |

Licences

| | |
|----------------------|---|
| Rod fishing licences | ✓ |
|----------------------|---|

Travel

| | |
|---------------------------|-------|
| Pre-order travel money | ✓ |
| On demand travel money | Euros |
| Travel insurance referral | ✓ |

| | |
|-----------------------------|---|
| Mobile Top-ups & E vouchers | ✓ |
| National Lottery Terminal | ✓ |

Payment by cheque

| | |
|---|--|
| Products marked x are available at Treorchy Post Office, 21-23 High Street, Treorchy, CF42 6NP | Opening times: Mon – Fri 08:00 – 17:30 Sat 09:00 – 12:30 |
|---|--|