



Dear Customer

Changes to Felinfach Mobile Service

We are delighted to let you know that we are restoring Post Office services to the communities of Cross Inn and Rhydlewis with the introduction of a new Mobile service. This service will be operated by postmaster from Felinfach Post Office and commence on Tuesday 19 April 2022 in Cross Inn at 11:15 and Rhydlewis at 13:35. Cross Inn Mobile service will operate from the lay-by on Pentre Isaf, Cross Inn, Llandysul, SA44 6NG and Rhydlewis Mobile service will operate from the lay-by off Bro Hawen, Rhydlewis, Llandysul, SA44 5RF.

The postmaster from Felinfach Post Office will also provide a new Mobile service to the community of Stags Head from Monday 25 April 2022 at 11:55. The new service will operate from Hendrewen Filling Station forecourt, Stags Head, Llangeitho, Tregaron, SY25 6QU.

We've been working hard to identify a solution to provide Post Office services to the communities of Cross Inn, Rhydlewis and Stags Head. 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.

Further details of the new Mobile service in Cross Inn, Rhydlewis and Stags Head are provided at the end of this letter.

To accommodate the new Mobile service locations, there will be some changes to the current Mobile service operated by Felinfach Post Office at Llangeitho, Llangwryfon, Joppa, Talgarreg, Ffostrasol, Penrhiwllan, Pontsian, Llanilar, Cribyn, Lledrod and Dihewyd from the week commencing Monday 18 April 2022.

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

If you have any questions about the new services, 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 Engagement. An extract relating to Notification is available at the end of this letter.

We do hope that you will support the new Mobile service in Cross Inn, Rhydlewis and Stags Head.

Yours faithfully

Fiona Shanahan

Fiona Shanahan
Network Provision Lead

Details of the new Mobile service in Cross Inn, Rhydlewis and Stags Head:

Cross Inn Mobile Service

Lay-by on Pentre Isaf
Cross Inn
Llandysul
SA44 6NG

Opening times

Tuesday	11:15 – 12:15
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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.

Parking

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

Getting there

This Post Office service will be located approximately 100 metres away from the previous Post Office branch along varied terrain.

Rhydlewis Mobile Service

Lay-by off Bro Hawen
Rhydlewis
Llandysul
SA44 5RF

Opening times

Tuesday	13:35 – 14:05
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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.

Parking

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

Getting there

This Post Office service will be located approximately 300 metres away from previous Post Office branch along varied terrain.

Stags Head Mobile service

Hendrewen Filling Station
Filling Station forecourt
Stags Head
Llangeitho
Tregaron
SY25 6QU

Opening times

Monday	11:55 – 12:10
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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.

Parking

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

Details of changes to existing Mobile services

Llangeitho Mobile Service, Llangeitho Village Square, Llangeitho, Tregaron, SY25 6TL

Current opening times

Monday	09:30 – 11:20
Wednesday	15:25 – 16:15

New opening times

Monday	09:30 – 11:30
Wednesday	15:40 – 16:20

Llangwryfon Mobile Service, outside previous Post Office, Llangwryfon, Aberystwyth, SY23 4HA

Current opening times

Monday	13:15 – 14:30
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New opening times

Monday	13:30 – 14:30
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Joppa Mobile Service, BT Telephone Pole No. DP7, Joppa, Llanrhystud, SY23 5EJ

Current opening times

Monday	17:00 – 18:00
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New opening times

Monday	17:05 – 18:00
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Talgarreg Mobile Service, Near Dewi Sant Church, Talgarreg, Llandysul, SA44 4EP

Current opening times

Tuesday	09:30 – 11:30
Thursday	14:15 – 15:15

New opening times

Tuesday	09:30 – 11:00
Thursday	14:10 – 15:10

Ffostrasol Mobile Service, Outside previous Ffostrasol Post Office, Ffostrasol, Llandysul, SA44 4SY

Current opening times

Tuesday	11:45 – 13:00
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New opening times

Tuesday	12:30 – 13:30
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Penrhiwllan Mobile Service, Car Park of Penrhiwllan Village Hall, Llandysul, SA44 5NN

Current opening times

Tuesday	13:30 – 14:50
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New opening times

Tuesday	14:30 – 15:45
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Pontsian Mobile Service, Hen Siop Y Pentre Car Park, Pontsian, Llandysul, SA44 4UL

Current opening times

Tuesday	15:00 – 16:15
Thursday	11:45 – 13:30

New opening times

Tuesday	16:00 – 16:30
Thursday	11:40 – 13:30

Llanilar Mobile Service, Falcon Inn Car Park, Llanilar, Aberystwyth, SY23 4PA

Current opening times

Monday	15:00 – 16:45
Wednesday	10:30 – 12:00

New opening times

Monday	15:00 – 16:45
Wednesday	10:40 – 12:00

Cribyn Mobile Service, BT Telegraph Pole - DPJ80, B4337 opposite post box, Cribyn, Lampeter, Ceredigion, SA48 7NE

Current opening times

Thursday	09:00 – 10:00
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New opening times

Thursday	09:50 – 10:20
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Dihewyd Mobile Service, By Village Hall, Dihewyd, Lampeter, Dyfed, SA48 7PN

Current opening times

Thursday	15:30 – 17:30
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New opening times

Thursday	15:30 – 17:00
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Lledrod Mobile Service, Telegraph Pole BT74, Next to Telephone Kiosk, Lledrod, Aberystwyth, SY23 4TB

Current opening times

Monday	12:00 – 13:00
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New opening times

Monday	12:30 – 13:20
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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

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
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

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.