



Dear Customer

Local public consultation – Decision

**Ferndale Post Office
59 High Street, Ferndale, CF43 4RR**

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 Family Shopper, 63 High Street, Ferndale, CF43 4RR, where it will operate as one of our local style branches.

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 at 12:30 on Saturday 20 July 2024, with the new branch opening, at Family Shopper, 63 High Street, at 13:00 on Monday 22 July 2024. If there are any unforeseen circumstances 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 two alternative Post Office branches are provided below for your convenience.

- Maerdy Post Office, Maerdy Road, Maerdy, Ferndale, Mid Glamorgan, CF43 4BA
- Pontygwaith Post Office, 110-112 Llewellyn Street, Pontygwaith, Ferndale, Mid Glamorgan, CF43 3LD

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 sincerely

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 14 November 2023

Consultation ended 26 December 2023

Consultation responses

- 104 responses from customers and local representatives

Key issues raised

- Parking
- Privacy
- Products & Services
- Retention of the Mailbox

Response to issues raised

Parking

Parking and peak time traffic congestion are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that time restricted roadside parking is available nearby and dedicated disabled parking bays are available on Cross Lake Street.

Privacy

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

Products & Services

Similar services will still be available at the branch, with the exception of On Demand Travel Insurance and a Post Office cash machine. The nearest alternative external Post Office cash machine can be found approximately 4 miles away at Ton Pentre Post Office, 27 Church Road, Ton Pentre, Pentre, CF41 7EB. DVLA services will also be retained when the new branch opens. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counter of the new branch, during all the extended opening hours.

Retention of the Post-box

Royal Mail will be informed of our decision to relocate Ferndale branch, as they are responsible for all matters relating to delivery and acceptance of mail including the siting of post boxes. The decision on whether to relocate or install a new Post Box is therefore for them to make and as a separate business to Post Office Ltd they will have their own procedures to follow, which may include submission of planning applications and consideration of other utilities in the area.

Retention of current staff

Postmasters operate Post Office branches on an agency basis rather like franchises. Therefore, they are all privately owned and managed businesses and as such, the Postmaster is responsible for the staff employed at the branch. All staff members required to work on the Post Office system will be fully trained. We also work closely with the Postmaster to ensure staffing levels are appropriate to offer the excellent and professional service we aim to provide in all of our branches.

Appendix B

Ferndale Post Office Information Summary

Family Shopper, 63 High Street, Ferndale, CF43 4RR

New opening hours

Mon - Sat	08:00 - 22:00
Sun	09:00 - 22:00

There are times our branches 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

A similar range of products and services will be available, however excluding On Demand Travel Insurance.

Serving positions

There will be two Post Office serving point at the retail counter.

Access

The new premises will have a wide door and a level access at the entrance.

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

Getting there

The new premises will be located approximately 35 metres away from the current branch, along level terrain.

Time restricted roadside parking is available nearby and dedicated disabled parking bays are available on Cross Lake Street.

Retail

Convenience store

Ferndale 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	✓
Parcelforce Express Service	Express 24 & 48
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	
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
MoneyGram	✓
Change giving	✓
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Driving	
Vehicle tax	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	✗
Mobile Top-ups & E vouchers	✓
Payment by cheque	✗
<p>Products marked ✗ are available at Ton Pentre Post Office, 27 Church Road, Ton Pentre, CF41 7EB</p> <p>Other Products are available at Maerdy Post Office, Maerdy Road, Maerdy, Ferndale, CF43 4BA</p>	

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 branch⁵
- 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-week⁶ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities 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, Consumer 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, Consumer 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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⁵ 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.

⁶ 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.