



Dear Customer

Ferryside Post Office®
Ferryside, SA17 5RN

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 Calon Y Fferi Community Centre, Carmarthen Road, Ferryside, SA17 5TE, where it will operate as one of our new local style Post Office branches.

We received 46 individual responses from customers and local representatives during the consultation period, with customers welcoming the longer opening times that would be available at the proposed location.

I have carried out a final review of my original proposal and the responses received during the public consultation period. I was pleased to learn of the positive feedback and we are delighted that Ferryside branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide future sustainability. We already have over 3470 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

The operator will also be making adjustments to improve access for customers and a new wide entrance door will be installed before the new Post Office branch opens. For customers using own transport there is a dedicated customer car park at the Community Centre which will include two dedicated marked disabled bays. I am therefore satisfied that access and parking at the proposed branch will continue to meet customer requirements in Ferryside following the move. The new operator will also approach the local authority to seek directional signage display at the roadside as well as the building, guiding Post Office customers to the new branch.

Inside, the new branch will be 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 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.

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.

Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches.

The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling and staffing levels will be aligned to meet customer demand.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use our services at times that suit them better. 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.

I have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

The current branch will close at 17:30 on 31 May 2018, with the new branch opening, at Calon Y Fferi Community Centre, Carmarthen Road, at 13:00 on 1 June 2018. 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:

- Kidwelly Post Office, 3 Station Road, Kidwelly, SA17 4UH

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 359642.

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
-  FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Ferryside Post Office information sheet

Address	Calon Y Fferi Community Centre Carmarthen Road Ferryside SA17 5TE														
Opening hours	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Monday</td><td>09:00 – 19:00</td></tr> <tr><td>Tuesday</td><td>09:00 – 19:00</td></tr> <tr><td>Wednesday</td><td>09:00 – 19:00</td></tr> <tr><td>Thursday</td><td>09:00 – 19:00</td></tr> <tr><td>Friday</td><td>09:00 – 19:00</td></tr> <tr><td>Saturday</td><td>09:00 – 19:00</td></tr> <tr><td>Sunday</td><td>09:00 – 18:00</td></tr> </table>	Monday	09:00 – 19:00	Tuesday	09:00 – 19:00	Wednesday	09:00 – 19:00	Thursday	09:00 – 19:00	Friday	09:00 – 19:00	Saturday	09:00 – 19:00	Sunday	09:00 – 18:00
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Distance	400 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access is available via a ramp or steps from the pavement. The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is a car park to the right of the entrance of the new premises with two designated marked disabled bays.</p>														
Retail	Coffee Shop/Community Centre														
Date of Relocation	13:00 on 1 June 2018														

Ferryside Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 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	✓
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	✓
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	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Driving	
Car tax	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	✗
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
Products marked ✗ are available at Kidwelly Post Office, 3 Station Road, Kidwelly, SA17 4UH	Opening times: Mon – Fri 08:30 – 17:30 Sat 08:30 – 12:00