



Dear Customer

Fforestfach Post Office®
870 Carmarthen Road, Fforestfach, Swansea, SA5 8HP

Public Consultation – Branch Re-opening

We are writing to update you on the imminent temporary closure of Fforestfach branch in July and are pleased to advise we have found a new local operator.

We are pleased to advise we are now proposing to re-open this branch at a new location, CK Supermarkets, 270 Cockett Road, Swansea, SA2 0FG. Whilst we are working with the new operator to restore the service as soon possible this may not be until the end of August and unfortunately there will be a temporarily closure period from 12 July 2018.

Full details of the proposed new service are provided at the end of this letter.

Consulting on the proposed new location

We're carrying out a local public consultation and we'd welcome your views on the proposal. We welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy it is to get to the new location?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- Is there anything we could do to make it easier for customers?

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our National Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 454642

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	5 July 2018
Local Public Consultation ends	16 August 2018

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This consultation process is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs.

I've included information about the Principles of Community Engagement at the end of the letter and a full copy is available to view on our website.

Thank you for considering our proposal. Any information we receive will be considered as we finalise our plans.

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Yours faithfully

Stephen Sutton

Stephen Sutton
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your
envelope for your letter to reach us**

Want to tell us what you
think right here and now
– scan here.

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



Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Fforestfach SA5 8HP Post Office information sheet			
Address	CK Supermarkets 270 Cockett Road Swansea SA2 0FG		
Post Office Opening hours		Mon	08:30 - 20:00
		Tue	08:30 - 20:00
		Wed	08:30 - 20:00
		Thu	08:30 - 20:00
		Fri	08:30 - 20:00
		Sat	08:30 - 20:00
		Sun	08:30 - 20:00
Distance	700 metres away from the current branch, along varied terrain.		
Products & Services	A wide range of services will be available.		
Accessibility & Accessibility works	Access and facilities The proposed premises has a wide automatic door and level access at the entrance. Internally, there would a hearing loop and space for a wheelchair. Transport/parking There is a dedicated car park outside the proposed premises, including disabled parking. There are local buses serving the surrounding area.		
Local Public Consultation starts	5 July 2018		
Local Public Consultation ends	16 August 2018		

I would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown below.

Alternative branches:**Caereithin Post Office**

Chocolate Box
143-145 Ravenhill Road
Ravenhill
Swansea
SA5 5AH

Services

The same range of services will continue to be available with the addition of Car tax, comprehensive range of Travel Money and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and a ramp at the entrance.

Opening times

Monday	08:30 – 18:00
Tuesday	08:30 – 18:00
Wednesday	08:30 – 18:00
Thursday	08:30 – 18:00
Friday	08:30 – 18:00
Saturday	08:30 – 18:00
Sunday	Closed

Transport/parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.5 miles away from Fforestfach branch, along varied terrain.

Conway Road Post Office

30 Conway Road
Penlan
Swansea
SA5 7BD

Services

The same range of services will continue to be available with the addition of Car tax, National Lottery, comprehensive range of Travel Money and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and level access at the entrance.

Opening times

Monday	08:00 – 17:30
Tuesday	08:00 – 17:30
Wednesday	08:00 – 17:30
Thursday	08:00 – 17:30
Friday	08:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Transport/parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.9 miles away from Fforestfach branch, along varied terrain.

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

What are the Principles of Community Engagement?

The Principles of Community Engagement are guidelines we follow. They explain how and when we will tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland it is the Consumer Council.

What kind of situations does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell?

You and your locally elected representatives (such as MPs, local authorities or councils).

How will we tell you what's happening?

If there's a change – like opening a new branch, a temporary closure or a change in opening times - we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office or permanently close one then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll issue a press release and the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control, but we'll try to keep you as up-to-date about what's happening as we can. We try to make sure you have four weeks' notice before anything happens and if we are going to re-open a temporarily closed branch in a new location or franchise a directly managed branch, in its existing site, we will ask for your feedback. If we're going to permanently relocate or close a Post Office there will be a 'consultation period' which lasts six weeks. This means that you have time to share your views with us.

It's easy to let us know what you think

We want to hear what you and your representatives think about change. To make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us via our Consultation Hub or email, letter or phone.

How will you find out about the final plans?

We'll let you know in as many ways as possible. There will be posters in branch or locally, letting customers know what's going on. We'll also write to local representatives and the information will be on our website. If you let us know what you think we'll make sure you know about our final plans either on our Consultation Hub or by writing to you, or in branch.

What can you do if you think we haven't followed the Principles of Community Engagement?

If you don't think we've followed the Principles, please contact us and let us know why.

To have a look at the full Principles of Community Engagement, please see our website at postofficeviews.co.uk