



Dear Customer,

Changes to Fishguard Mobile Services
Affecting Eglwysrw and Brynberian Mobile Services

We are writing to inform you that, regrettably, the postmaster from Fishguard Post Office is unable to operate Brynberian Mobile service located at Independent Chapel, Brynberian, Crymych, SA41 3TN, due to low customer usage. This service will, therefore, be closing on Monday 05 August 2024.

There will also be a change to the current opening hours of Eglwysrw Mobile service, operating at Car Park, Old Post Office, Eglwysrw, Crymych, SA41 3UJ, also operated by the Postmaster from Fishguard Post Office, from the week commencing Monday 05 August 2024. Details of the change can be found at the end of this letter.

We will display posters to tell customers about these changes. If you are a local representative it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We apologise for the inconvenience the closures may cause and hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are provided at the end of this letter and the latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We continue to monitor service usage in the area and will ensure that any service provision is sustainable for both the person operating the service, and for Post Office Limited.

We're carrying out this communication in line with our Principles of Community Engagement. An extract of this is available at the end of this letter.

Yours faithfully

Fiona Shanahan

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Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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Details of Alternative branches for Brynberian Mobile Service:

Newport Post Office		Services
Long Street Newport Pembrokeshire SA42 0TJ		Offers similar services, with the addition of Euro/Dollar Travel Money however excluding Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	This branch has a wide door and level access at the entrance.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
This service is approximately 5.3 miles from Brynberian Mobile Service, along varied terrain. Parking is available nearby. There is no direct bus route between Brynberian Mobile Service and this Mobile service.		

Eglwysrw Mobile Service		Services
Car Park next to Old Post Office Eglwysrw Crymych, SA41 3UJ		Offers the same services.
Opening times		Access
Mon, Wed & Thurs	09:00 – 11:00	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Tue	13:45 – 16:15	
Fri	14:45 – 16:15	
Sat	No Service	
Sun	No Service	
<u>Time changing on Tuesdays from 06 August 2024</u>		
Tue	12:30 – 14:30	
Getting there		
This mobile service is approximately 3.6 miles from Brynberian Mobile Service, along varied terrain. Parking is available onsite. There is no direct bus route between Brynberian Mobile Service and this Mobile service.		

Details of the change to existing Mobile service opening hours from Tuesday 6 August 2024:**Eglwysrw Mobile Service****Car Park next to Old Post Office, Eglwysrw,
Crymych, SA41 3UJ****Current opening times**

Monday	09:00 – 11:00
Tuesday	13:45 – 16:15
Wednesday	09:00 – 11:00
Thursday	09:00 – 11:00
Friday	14:45 – 16:15
Saturday	No Service
Sunday	No Service

New opening times

Monday	09:00 – 11:00
Tuesday	12:30 – 14:30
Wednesday	09:00 – 11:00
Thursday	09:00 – 11:00
Friday	14:45 – 16:15
Saturday	No Service
Sunday	No Service

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
- Unplanned closure¹/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

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¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.