



Dear Customer

Changes to Fishguard Mobile Service

We are really pleased to let you know that we will be restoring Post Office services to the community of Crundale as a temporary Mobile service while we continue to seek a permanent solution. Crundale branch closed on 30 October 2020 due to the resignation of the postmaster and the withdrawal of the premises for Post Office use. The establishment of a Mobile service presents the best temporary solution to restore Post Office services to the local community. This Mobile service will be parked outside Crundale Community Centre, Crundale, Haverfordwest, SA62 4DF and is scheduled to start on Wednesday 4 November 2020.

The Postmaster from Fishguard Post Office will be providing this Mobile service. A Mobile service is a tried and tested way of maintaining service to smaller communities. The Mobile Service 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 that has formed part of our operational network for some years now.

To accommodate this new Mobile service there will be some changes to the current opening times at Clarboston Road, Eglwyswrw and Mathry. These changes will start from 4 November 2020.

Further details of these services are provided at the end of this letter and posters will be displayed locally so customers are aware of the changes.

I know that the local communities will join me in welcoming this good news and hope that you and our customers will use the new mobile service. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about any of the services above, please write to me via the Communication and Consultation Team at the address shown 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. A copy is available at the end of this letter.

Thank you for your support in providing Post Office services.

Yours faithfully

Jeremy Kiff

Jeremy Kiff
Change Manager

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of the Temporary Mobile service at Crundale

Crundale Mobile Service

Outside Crundale Community Centre
Crundale
Haverfordwest
SA62 4DF

Services

A wide range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Opening times

Wednesday	11:30 – 13:00
Thursday	13:45 – 15:15

Transport/parking

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

Details of the changes to existing Mobile services:

Clarbeston Road Mobile Service Layby near Bethany Free Church Opposite Moorfield Avenue Clarbeston Road Haverfordwest SA63 4UU	Current Opening times		New Opening times	
	Monday	11:30 – 13:30	Monday	11:30 – 13:30
	Tuesday	09:00 – 11:30	Tuesday	09:00 – 11:30
	Wednesday	12:30 – 15:30	Wednesday	13:45 – 15:45
	Thursday	15:00 – 17:30	Thursday	15:30 – 17:30

Eglwysrwr Mobile Service Car Park next to Old Post Office Eglwysrwr Crymych SA41 3UJ	Current Opening times		New Opening times	
	Monday	09:00 – 11:00	Monday	09:00 – 11:00
	Tuesday	13:45 – 16:15	Tuesday	13:45 – 16:15
	Wednesday	09:00 – 11:30	Wednesday	09:00 – 11:00
	Thursday	09:00 – 11:30	Thursday	09:00 – 11:00

Mathry Mobile Service Layby on Village Green Mathry Haverfordwest SA62 5EZ	Current Opening times		New Opening times	
	Monday	16:30 – 17:30	Monday	16:30 – 17:30
	Thursday	12:15 – 13:45	Thursday	11:45 – 12:45

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 Communities Engagement on changes to the Post Office network

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 communities

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.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key communities outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- 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-week⁵ 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 communities 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 communities 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, 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 Communities 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 Communities Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

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

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Communities Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Communities Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

⁴ 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.

⁵ 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.