



Dear Customer

Rhyd Y Fro Mobile service

Local Public Consultation Decision

I am writing further to my letter dated 12 July 2017 which confirmed that we will be proceeding with our proposal to restore Post Office services to the communities of Three Crosses and Furnace.

We asked for your views regarding the restoration of Post Office services to the communities of Three Crosses and Furnace with the introduction of a Mobile service.

We received a small number of responses from local representatives during the local public consultation period. This feedback was mainly in support of our plans, as the communities welcomed the restoration of Post Office services to the above villages, however, there were concerns about the proposed visiting times of the mobile service which might be insufficient to meet the needs of customers in the area. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

I have carefully considered my original proposal and the feedback received. I can confirm that the proposed hours of service have been based on former customer usage of the services and we are therefore confident that the new hours will adequately cope with customer demand, and allow us to maintain sustainable services to them in the longer term. We will, however, continue to review and monitor service at all of the services on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting opening times accordingly.

The mobile services for Three Crosses and Furnace commenced on Wednesday 20 September 2017.

Confirmation of the new services and new opening times are provided at the end of this letter. You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch:

Three Crosses – 251642

Furnace - 363642

Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Operations Area 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
**Please note this is the full address to use
and no further address details are required.**

We've published our final plan on-line, to see it, scan here.

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



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.

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postoffice.co.uk/transforming-post-office. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Details of the new Mobile service at Three Crosses:

Three Crosses Mobile Post Office

Three Crosses Community Centre
Three Crosses
Swansea
SA4 3QJ

Opening times

Wednesday	12:30 – 13:30
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Services

A wide range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

An electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking is available at the Three Crosses Community Centre car park. There is a limited bus service available between the previous branch and this Mobile service. The nearest bus stop is 120 metres away.

Route

The new service is located approximately 700 metres from the previous branch, along varied terrain.

Details of the new Mobile service at Furnace:

Furnace Mobile Post Office

Furnace Community Centre
Stradey Road
Llanelli
SA15 4ET

Opening times

Wednesday	11:00 – 12:00
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Services

A wide range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

An electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Parking is available at the Furnace Community Centre car park.

Route

The new service is located approximately 260 metres from the previous branch, along varied terrain.



Annwyl Cwsmer

Gwasanaeth Symudol Rhyd-y-fro

Penderfyniad yn dilyn Ymgynghoriad Cyhoeddus Lleol

Rwy'n ysgrifennu ynglŷn â fy llythyr dyddiedig 12 Gorffennaf 2017 a oedd yn cadarnhau y byddwn yn bwrw ymlaen â'n cynllun i adfer gwasanaethau Swyddfa'r Post i gymunedau Y Crwys a Ffwrnais.

Gofynnwyd am eich sylwadau ynghylch adfer gwasanaethau Swyddfa'r Post i gymunedau Y Crwys a Ffwrnais a chyflwyno gwasanaeth symudol.

Cawsom nifer fach iawn o ymatebion gan gynrychiolwyr lleol yn ystod y cyfnod o ymgynghoriad cyhoeddus lleol. Roedd yr ymateb hwn yn bennaf yn cefnogi ein cynlluniau am fod y cymunedau yn croesawu adfer gwasanaethau Swyddfa'r Post i'r pentrefi uchod. Fodd bynnag, roedd pryderon ynghylch yr oriau ymweld a fwriedir ar gyfer y gwasanaeth symudol am y gallent fod yn annigonol i ateb gofynion cwsmeriaid yn yr ardal. Bu'r adborth hwn yn fodd i mi ddeall pryderon y cwsmeriaid yn well a gwneud yn siŵr fod pob gwybodaeth o'r fath yn cael ystyriaeth cyn inni wneud penderfyniad terfynol ynghylch y gangen newydd.

Rhoddais ystyriaeth ofalus i fy nghynllun gwreiddiol a'r adborth a gafwyd. Gallaf gadarnhau fod yr oriau gwasanaeth a argymhellir yn seiliedig ar y defnydd a wnaed o'r Swyddfa Post gan gwsmeriaid yn y gorffennol, ac felly rydym yn hyderus y bydd yr oriau agor newydd yn ddigonol ar gyfer gofynion y cwsmeriaid, ac yn caniatáu i ni gynnal gwasanaethau cynaliadwy iddynt yn yr hirdymor. Fodd bynnag, byddwn yn dal i adolygu a monitro'r gwasanaeth drwy'r amser yn y lleoedd hyn, a phe bai cynnydd sylweddol yn y defnydd o'r gwasanaeth, byddem yn ystyried newid yr oriau agor.

Dechreuodd gwasanaethau symudol Y Crwys a Ffwrnais ddydd Mercher 20 Medi 2017.

Fe welch gadarnhad o'r gwasanaethau newydd a'r oriau agor newydd ar ddiwedd y llythyr hwn. Mae copi o'r llythyr hwn ar gael hefyd ar ein gwefan yn postofficeviews.co.uk.co.uk. Wrth gyrraedd y wefan, gofynnir ichi gofnodi'r cod ar gyfer y gangen hon:

Y Crwys - 251642

Ffwrnais - 363642

Diolch ichi am ystyried ein cynllun.

Yr eiddoch yn gywir

Sarah Cottrell

Sarah Cottrell

Rheolwraig Gweithrediadau'r Rhwydwaith

Sut i gysylltu â ni:



postofficeviews.co.uk



comments@postoffice.co.uk



Llinell Gymorth: 03452 66 01 15
Ffôn testun: 03457 22 33 55



FREEPOST Your Comments

Sylwch, os gwelwch yn dda, mai hwn yw'r cyfeiriad llawn i'w ddefnyddio ac nad oes angen manylion cyfeiriad eraill.

Rydym wedi cyhoeddi ein cynllun terfynol ar-lein. I'w weld, sganiwch yma.

Os nad oes gennych sganiwr cod QR ar eich ffôn, gallwch gael hyd i un yn eich storfa ap.



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Swyddfa Gofrestredig yn Finsbury Dials, 20 Finsbury Street, Llundain. EC2Y 9AQ.

Mae Swyddfa'r Post a logo Swyddfa'r Post yn nodau masnach cofrestredig i Swyddfa'r Post Cyfyngedig

PostOffice.co.uk

I gael yr wybodaeth hon mewn fformat gwahanol, er enghraifft, print bras, sain neu Braille, byddwch cystal â chysylltu â'r Llinell Gymorth i Gwsmeriaid ar 03452 66 01 15 neu Ffôn Testun 03457 22 33 55.

Cafodd y broses gyfathrebu hon ei chytuno â chorff gwarchod statudol annibynnol y defnyddwyr, sef y Cyngor ar Bopeth a Chyngor ar Bopeth yr Alban ym Mhrydain, a Chyngor y Defnyddwyr yng Ngogledd Iwerddon. Mae'n cael ei gweithredu yn unol â'n Cod Ymarfer ar gyfer newidiadau i rwydwaith Swyddfa'r Post, a gytunwyd â nhw. Os hoffech gael copïau o'r Cod, maent ar gael mewn canghennau, neu wrth gysylltu â ni neu wrth ymweld â'n gwefan yn: www.postofficeco.uk/transforming-post-office. Os ydych o'r farn nad ydym wedi dilyn y broses yn gywir ac yn dymuno gwneud cwyn, byddwch cystal ag anfon llythyr neu ebost atom wrth ddefnyddio'r manylion cyswllt yn ein posterï a llythyrau ac esbonio pam. Byddwn yn archwilio eich cwyn ac yn rhoi ateb i chi cyn gynted â phosibl. Byddwn yn rhoi'r manau cyswllt perthnasol ar gyfer y corff gwarchod defnyddwyr i chi. Felly, os ydych yn dal yn anfonlon ar ôl derbyn ein hymateb, gallwch ofyn iddynt am eu cymorth.

Manylion am y Gwasanaeth Symudol newydd yn Y Crwys:

Swyddfa Bost Symudol Y Crwys

Canolfan Gymuned Y Crwys
Y Crwys
Abertawe
SA4 3QJ

Oriau agor

Mercher	12:30 – 13:30
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Gwasanaethau

Bydd yr un dewis eang o wasanaethau ar gael o hyd. Gall cwsmeriaid ddal i gasglu budd-daliadau mewn arian parod trwy ddefnyddio ein gwasanaethau bancio beunyddiol neu gyfrif cerdyn Swyddfa'r Post.

Mynediad a chyfleusterau

Mae tinbren electronig ar gael ar gyfer defnyddwyr cadair olwyn neu bobl ag anableddau.

Parcio

Mae modd parcio ym maes parcio Canolfan Gymuned Y Crwys. Mae yna wasanaeth bws cyfyngedig ar gael rhwng y gangen flaenorol a'r gwasanaeth symudol hwn. Mae'r arhosfan bysiau agosaf 120 metr i fwrdd.

Llwybr

Mae'r gwasanaeth newydd tua 700 metr o'r gangen flaenorol, ar hyd tir amrywiol ei natur.

Manylion am y Gwasanaeth Symudol newydd yn Ffwrnais:

Swyddfa Bost Ffwrnais

Canolfan Gymuned Ffwrnais
Heol Strade
Llanelli
SA15 4ET

Oriau agor

Mercher	11:00 – 12:00
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Gwasanaethau

Bydd yr un dewis eang o wasanaethau ar gael o hyd. Gall cwsmeriaid ddal i gasglu budd-daliadau mewn arian parod trwy ddefnyddio ein gwasanaethau bancio beunyddiol neu gyfrif cerdyn Swyddfa'r Post.

Mynediad a chyfleusterau

Mae tinbren electronig ar gael ar gyfer defnyddwyr cadair olwyn neu bobl ag anableddau.

Trafnidiaeth/parcio

Mae modd parcio ym maes parcio Canolfan Gymuned Ffwrnais.

Llwybr

Mae'r gwasanaeth newydd tua 260 metr o'r gangen flaenorol, ar hyd tir amrywiol ei natur.