



Dear Customer

Branch Temporary Closure

**Grand Avenue Post Office
73 Grand Avenue, Ely, Cardiff, CF5 4LE**

We are writing to inform you that, regrettably, following the resignation of the postmaster the above branch closed temporarily on Wednesday 14 September 2022. Please accept my apologies for the late notification on this occasion.

I would like to assure you that we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

Future provision will reflect customer numbers and usage and we may take the opportunity to establish an alternative type of service. This may be a local style branch which runs alongside an established retail shop in newly refurbished premises and creates a more modern and convenient experience for customers.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch to inform customers.

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 would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully

Katimay John

Katimay John
Network Provision Lead

How to contact us:

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

Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Amroth Road Post Office

111 Cowbridge Road West
Ely
Cardiff
CF5 5TA

Opening times

Monday - Friday	08:00 - 17:30
Saturday - Sunday	Closed

Services

The same range of services will continue to be available, however excluding Passport Check & Send.

Access

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

Getting there

This Post Office service is located approximately 0.4 miles away from Grand Avenue branch, along varied terrain. Off road parking is available directly outside the branch. There are local buses serving the surrounding area.

Wilson Road Post Office

53 Wilson Road
Ely
Cardiff
CF5 4LL

Opening times

Monday – Tuesday	08:00 – 17:30
Wednesday, Thursday, Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Services

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

Access

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

Getting there

This Post Office service is located approximately 0.6 miles away from Grand Avenue branch, along varied terrain. Roadside parking is available nearby. There is a frequent bus service available between Grand Avenue branch and this Post Office service. The nearest bus stop is approximately 55 metres away.

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
- 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 community

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.

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 Community 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 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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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

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.

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.