



Dear Customer

Changes to Kidwelly Hosted Outreach Services
Affecting Carway, Pontyates, Ponthenry, Bancffosfelen and Pwll Hosted Service

We are writing to inform you that the outreach services at Carway, Pontyates, Ponthenry, Bancffosfelen and Pwll, operated from Kidwelly Post Office, closed at short notice in June 2023. Please accept my apologies for the late notification.

Post Office is facing a particularly challenging period, as are other high street retailers. The impact of rising costs, inflation and restrictions on our funding from Government mean that while we will always look to reopen branches when they close, we cannot commit to doing so in every instance. We have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. We are working to find a sustainable solution to provide Post Office services to the communities at Carway, Pontyates, Ponthenry, Bancffosfelen and will share a further update when we have a confirmed proposal for these services. However, we regret to advise that the outreach service at Pwll will remain closed due to very low customer usage.

We would like to apologise for the closure and for any inconvenience this may cause. Customers requiring Post Office facilities may continue to use any Post Office service. Details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We will display posters locally to let our customers know. 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.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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

Yours faithfully

Fiona Shanahan

Fiona Shanahan
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk

Alternative branches

There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Alternatives Post Office services for Carway Hosted Service

Trimsaran Post Office

62 Heol Morlais
Trimsaran
Kidwelly
SA17 4DG

Opening times

Monday – Saturday	06:00 – 22:00
Sunday	07:00 – 22:00

Services

Offers similar services, with the addition of Demand Travel Insurance, however excluding Vehicle Tax.

Access

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

Getting there

This Post Office service is located approximately 1.7 miles away from Carway service, along varied terrain. Roadside parking is available outside the branch. There are local buses serving the surrounding area.

Five Roads Mobile Post Office Service

The Stag Public House
Five Roads
Llanelli
SA15 5YR

Opening times

Wednesday	09:15 – 11:15
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Services

Offers the same Services.

Access

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.

Getting there

This Post Office service is located approximately 3.2 miles away from Carway service, along varied terrain. Parking is available close to where the mobile van will be parked. There are local buses serving the surrounding area.

Alternative Post Office services for Pontyates Hosted Service

Five Roads Mobile Post Office Service

The Stag Public House
Five Roads
Llanelli
SA15 5YR

Opening times

Wednesday	09:15 – 11:15
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Services

Offers similar services, with the addition of a comprehensive range of Travel Money.

Access

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.

Getting there

This Post Office service is located approximately 2.7 miles away from Pontyates branch, along varied terrain. Parking is available close to where the mobile van will be parked. There are local buses serving the surrounding area.

Pontybrean Post Office

23 Coalbrook Road
Pontyberem
Llanelli
SA15 5HU

Opening times

Monday – Friday	09:00 – 12:30 13:00 – 17:00
Saturday	09:00 – 12:30
Sunday	Closed

Services

Offers similar services, with the addition of a comprehensive range of Travel Money.

Access

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

Getting there

This Post Office service is located approximately 3 miles away from Pontyates branch, along varied terrain. There is a free customer car park with disabled bays at the branch. There are local buses serving the surrounding area.

Alternative Post Office services for Ponthenry Hosted Service

Pontybrearn Post Office

23 Coalbrook Road
Pontyberem
Llanelli
SA15 5HU

Opening times

Monday - Friday	09:00 – 12:30 13:00 – 17:00
Saturday	09:00 – 12:30
Sunday	Closed

Services

Offers the same services.

Access

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

Getting there

This Post Office service is located approximately 2.4 miles away from Ponthenry branch, along varied terrain. There is a free customer car park with disabled bays at the branch. There are local buses serving the surrounding area.

Five Roads Mobile Post Office Service

The Stag Public House
Five Roads
Llanelli
SA15 5YR

Opening times

Wednesday	09:15 – 11:15
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Services

Offers the same services.

Access

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.

Getting there

This Post Office service is located approximately 3.2 miles away from Ponthenry branch, along varied terrain. Parking is available close to where the mobile van will be parked. There are local buses serving the surrounding area.

Alternative Post Office services for Bancffosfelen Hosted Service

Pontybream Post Office

23 Coalbrook Road
Pontyberem
Llanelli
SA15 5HU

Opening times

Monday - Friday	09:00 – 12:30 13:00 – 17:00
Saturday	09:00 – 12:30
Sunday	Closed

Services

Offers similar services with the addition of Euro/Dollar Travel Money.

Access

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

Getting there

This Post Office service is located approximately 1.6 miles away from Bancffosfelen branch, along varied terrain. There is a free customer car park with disabled bays at the branch. There are local buses serving the surrounding area.

Porthyrhyd Post Office

Post Office and Stores
Porthyrhyd
Carmarthen
SA32 8PL

Opening times

Monday - Saturday	07:30 -17:30
Sunday	Closed

Services

Offers similar services with the addition of National Lottery and Euro Travel Money, however excluding Vehicle Tax.

Access

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

Getting there

This Post Office service is located approximately 3.6 miles away from Bancffosfelen branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternative Post Office services for Pwll Hosted Service

Pembrey Road Post Office

60 Pembrey Road
Llanelli
SA15 3BP

Services

Offers similar services, however excluding Vehicle Tax.

Access

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

Opening times

Monday - Saturday	07:30 - 22:00
Sunday	08:30 - 21:00

Getting there

This Post Office service is located approximately 1.8 miles away from Pwll branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Furnace Post Office

14 Luton Terrace
Furnace
Llanelli
SA15 4HR

Services

Offers similar services, however excluding Vehicle Tax.

Access

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

Opening times

Monday - Friday	07:00 - 17:00
Saturday	07:00 - 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 3.6 miles away from Pwll branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

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, Consumer 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, Consumer 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.