



Dear Customer

Lavernock Post Office

Earlier this year, following a review of Post Office service provision in your area, we piloted a new branch format which opened in March 2021 at Spar, Brockhill Way, Lavernock, Penarth, CF64 5QD. This decision was based on analysis which revealed there was additional, unmet demand for Post Office services in this area. However, this demand evolved to include the need for banking services and the pilot transitioned to a local style branch.

We have continuously reviewed performance of this pilot branch and its impact on the local area and are delighted to let you know that we've decided to make this branch a permanent local.

As you know, the retail sector has changed significantly, particularly over the last 18 months. Consequently, we have been working diligently to ensure we are providing customers with access to the Post Office products and services they require. Matching the right provision with demand will strengthen the network and make it more sustainable. We are confident that this branch will continue to add value for customers in the local area and help strengthen our existing network.

We will display posters in the branch to tell customers the good news. 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.

Detail of the products and services available are provided 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.

We do hope that you will continue to support this service.

Yours faithfully

Katimay John

Katimay John
Network Provision Lead

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 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.

Lavernock Post Office services available	
For information about product availability call 03457 22 33 44. For details of maximum value of transactions, please speak to the operator.	
	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	x
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Driving	
Vehicle tax	x
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	x
On demand travel money	x
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
	✓
Payment by cheque	
	x
Products marked * are available at Penarth Post Office, 13 Glebe Street, Penarth, CF64 1ED	Opening times: Mon -Fri 09:00 – 17:30 Sat 09:00 – 16:30

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.

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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.