



Dear Customer

Changes to Llandrindod Wells Mobile Service affecting Llangunllo, Painscastle, Howey, Crossgates, Bleddfa, Garth, Erwood and Boughrood

We are delighted to let you know that we will be restoring Post Office services to Llangunllo on Thursday 12 May 2022 at 12:45. The previous Mobile service, operated by the postmaster from Whitney on Wye Post Office, ceased temporarily in March 2022 due to operational issues. We are pleased to be able to reinstate the Mobile service, which will be operated from the same location by the postmaster from Llandrindod Wells Post Office.

Additionally, we will commence a new temporary Mobile service in Painscastle on Tuesday 10 May 2022 at 12:45. The new service will be operated from The Roast Ox Inn car park, Painscastle, Bulth Wells, LD2 3JL by the postmaster from Llandrindod Wells Post Office.

We've been working hard to identify a solution to provide Post Office services to Llangunllo and Painscastle with a Mobile service, which 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, is a tried and tested way of maintaining service to smaller communities.

Full details of the new Mobile service at Llangunllo and Painscastle are provided at the end of this letter.

I know that the local communities of Llangunllo and Painscastle will join me in welcoming this good news and hope that you and our customers will use the new Mobile services. If you are a local representative, please feel free to 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 communities. If you would like a supply of posters, please let us know.

To accommodate both new Mobile service locations, there will be some opening times changes to the current Mobile service the postmaster from Llandrindod Wells Post Office provides at Howey, Crossgates, Bleddfa, Garth, Erwood and Boughrood. These changes will take effect from the week commencing Monday 9 May 2022. Further details of the changes to these Mobile service locations are provided at the end of the letter.

If you have any questions about the new services, please contact the National Consultation Team, as detailed 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. An extract relating to Notification is available at the end of this letter.

Thank you for your support in providing Post Office services.

Yours faithfully

Katimay John

Katimay John
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of the new Mobile service at Llangunllo & Painscastle

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

Llangunllo Mobile service

The Community Hall car park

Llangunllo

Knighton

Powys

LD7 1SW

Opening times

Thursday	12:45 – 13:45
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Services

A range of Post Office products and services will be available.

Access

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

Parking

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

Painscastle Mobile service

The Roast Ox Inn car park

Painscastle

Builth Wells

LD2 3JL

Opening times

Tuesday	12:45 – 13:45
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Services

A range of Post Office products and services will be available.

Access

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

Parking

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

Details of changes to existing Mobile service locations:

Howey Mobile Service, Village Hall, Howey, Llandrindod Wells, Powys, LD1 5PT

Current opening times

Monday	15:15 – 16:30
Tuesday	09:00 – 11:30
Wednesday	13:30 – 15:30
Friday	13:30 – 14:30

New opening times

Monday	15:15 – 16:30
Tuesday	14:30 – 17:00
Wednesday	13:30 – 15:30
Friday	13:15 – 14:15

Crossgates Mobile Service, Layby by Old Post Office, Cross Gates Wells, Llandrindod Wells, Powys, LD1 6RD

Current opening times

Friday	14:40 – 15:40
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New opening times

Thursday	15:30 – 16:30
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Bleddfa Mobile Service, Lay by opposite Hundred House Inn, Bleddfa, Knighton, Powys, LD7 1PA

Current opening times

Friday	15:50 – 16:50
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New opening times

Thursday	14:30 – 15:30
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Garth Mobile Service, Outside Garth Village Hall, Garth, Llangammarch Wells, Powys, LD4 4AH

Current opening times

Friday	11:45 – 12:45
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New opening times

Friday	12:00 – 13:00
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Erwood Mobile Service, In Front of Victoria House, Erwood, Builth Wells, Powys, LD2 3PQ

Current opening times

Monday	09:00 – 10:00
Tuesday	11:45 – 12:45
Wednesday	11:45 – 12:45

New opening times

Monday	09:10 – 10:10
Tuesday	11:35 – 12:35
Wednesday	11:45 – 12:45

Boughrood Mobile Service, Main Road B4350, Llyswen, Boughrood, Brecon, Powys, LD3 0YD

Current opening times

Monday	10:15 – 11:45
Tuesday	13:30 – 16:00
Wednesday	09:00 – 11:30
Friday	09:00 – 11:30

New opening times

Monday	10:15 – 11:45
Tuesday	09:00 – 11:30
Wednesday	09:00 – 11:30
Friday	09:00 – 11:30

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.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

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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.