

Dear Customer

Local public consultation – Decision

**Maesteg Post Office
Unit 13 Maesteg Market, Talbot Street, Maesteg, CF34 9BY**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into – Premier Store Commercial Street, 138 - 139 Commercial Street, Maesteg, CF34 9DW, where it will be operated by a new postmaster.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

We're currently making the final arrangements for the move and further information will be provided in branch once the dates have been agreed.

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

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

Yours faithfully

Sarah Cottrell

**Sarah Cottrell
Regional Change Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

**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.**

Appendix A

Response to Local Public Consultation

Consultation started Tuesday 7 January 2025

Consultation ended Tuesday 18 February 2025

Consultation responses

- 578 responses from customers and local representatives

Key issues raised

- Distance
- Access and Internal Space
- Parking/traffic congestion
- Staff

Response to issues raised

Distance

The new premises will be located approximately 240 metres from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site.

Access and Internal Space

Access at the new location is level with an automatic door. Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty

Parking/traffic congestion

Parking and peak time traffic congestion are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that for customers using their own transport time restricted roadside parking is available directly outside the premises and there will be two parking spaces at the rear of the new premises.

Staff

The new operator and their staff, including any staff members from the current Post Office branch who choose to transfer across to the new branch, will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy.

Appendix B

Maesteg Post Office Information Summary

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

New Location																	
Premier Store Commercial Street, 138 - 139 Commercial Street, Maesteg, CF34 9DW																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>0700 – 22:00</td></tr><tr><td>Tuesday</td><td>0700 – 22:00</td></tr><tr><td>Wednesday</td><td>0700 – 22:00</td></tr><tr><td>Thursday</td><td>0700 – 22:00</td></tr><tr><td>Friday</td><td>0700 – 22:00</td></tr><tr><td>Saturday</td><td>0700 – 22:00</td></tr><tr><td>Sunday</td><td>0700 – 22:00</td></tr></table>		New opening times		Monday	0700 – 22:00	Tuesday	0700 – 22:00	Wednesday	0700 – 22:00	Thursday	0700 – 22:00	Friday	0700 – 22:00	Saturday	0700 – 22:00	Sunday	0700 – 22:00
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Services available																	
The same range of products and services will continue to be available.																	
Serving positions																	
There will be two serving positions at the retail counter.																	
Access																	
The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.																	
Getting there																	
The new branch will be located approximately 240 metres away from the previous branch, along mostly level terrain. Time restricted roadside parking will be available directly outside the new premises. There will also be two parking at the rear of the new premises with two dedicated spaces to the store.																	
Store retail available	Convenience and off-license.																

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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁵
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁶ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies, and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

Call: 03452 66 01 15

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FREEPOST Your Comments

⁵ 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.

⁶ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.