



Dear Customer

Manselton Post Office®
45 Robert Street, Manselton, Swansea, SA5 9ND

Proposed move to new premises & branch modernisation

I'm writing to let you know that we are proposing, with the Postmaster's agreement, to move the above Post Office branch to a new location – CK'S Supermarket – Nisa Local, 60-68 Pentregethin Road, Cwmbwrla, Swansea, SA5 8BA. I'm pleased to tell you that, if the move goes ahead, subject to consultation it will change to one of our new main style branches.

This change is part of a major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Ltd. The Programme is underpinned by Government investment and will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches.

What will this mean for customers?

- A modern open plan branch in newly refurbished premises
- Longer opening hours
- The same products and services with the addition of Car tax and a wider selection of on demand travel money
- Selected Post Office services will also be available at the retail counter during shop opening hours
- Improved accessibility

Consulting on the proposed new location

We're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Before we finalise our plans, we would really like to hear your views on the proposed location, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If the move were to proceed is there anything we could do to make it easier for customers

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 216642

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	21 November 2017
Local Public Consultation ends	12 January 2018
Proposed month of change	March/April 2018

In this instance we have extended public consultation by 10 calendar days to allow for the holiday period over Christmas.

I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.


Thank you for considering our proposal. At the end of the consultation we'll put a poster in branch to let you know our final plans.


Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 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.**

Want to tell us what
you think right here and
now – scan here.

If you don't have a QR
code scanner on your
phone, you can find one
in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 66 01 15 or Textphone 03457 22 33 55.

Manselton Post Office information sheet							
	Current Post Office location				Proposed new Post Office location (subject to local public consultation)		
Address	45 Robert Street Manselton Swansea SA5 9ND				CK'S Supermarket – Nisa Local 60-68 Pentregethin Road Cwmbwrla Swansea SA5 8BA		
Post Office Opening hours		Mon	09:00 - 17:30			Mon	09:00 - 17:30
		Tue	09:00 - 17:30			Tue	09:00 - 17:30
		Wed	09:00 - 17:30			Wed	09:00 - 17:30
		Thu	09:00 - 17:30			Thu	09:00 - 17:30
		Fri	09:00 - 17:30			Fri	09:00 - 17:30
		Sat	09:00 - 12:30			Sat	09:00 - 17:30
		Sun	Closed			Sun	Closed
	New Opening times of Post Office service at retail counter offering selected services						
		Mon - Sat	08:30 - 21:00				
			Sun	09:30 - 21:00			
Open plan counter hours will also open in line with the store opening times offering selected services							
			Mon - Sat	09:00 - 17:30			
			Sun	Closed			
Distance	450 metres away from the current branch, along varied terrain.						
Products & Services	The same wide range of products and services will still be available with the addition of Car tax and a wider selection of on demand travel money.						
Serving positions	There will be three serving positions. These will be a mixture of one screened, one open plan and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.						
Accessibility & Accessibility works	Access and facilities Current branch has a wide door and a ramp at the entrance. Internally, there is space for a wheelchair.				Access and facilities The proposed premises would have wide automatic doors and level access at the entrance. Internally, there would be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.		
	Parking Roadside parking is available outside the branch.				Parking There is a free car park at the rear of the proposed premises.		
Retail	Cards and stationery				Supermarket		
Local Public Consultation starts	21 November 2017						
Local Public Consultation ends	12 January 2018						
Proposed month of change	March/April 2018						

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postofficeviews.co.uk