



Dear Customer

## **Local public consultation – Decision**

**Pentrebach Post Office  
Duffryn Road, Pentrebach, Merthyr Tydfil, CF48 4BJ**

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 Pentrebach Convenience Store, 4 Walkers Terrace, Pentrebach, Merthyr Tydfil, CF48 4DD.

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 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.

The current branch will close at 13:00 on Tuesday 24 May 2022, with the new branch opening, at Pentrebach Convenience Store, 4 Walkers Terrace, Pentrebach, Merthyr Tydfil, CF48 4DD, at 13:00 on Wednesday 25 May 2022. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Troedryhiw Post office, Unit 1 The Square Buildings, Merthyr Road, Troedryhiw, CF48 4AN
- Merthyr Tydfil Post Office, 3 John Street, Merthyr Tydfil, CF47 0AB

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://postofficeviews.co.uk)

Yours faithfully

*Sarah Cottrell*

**Sarah Cottrell  
Network Provision Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://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** Friday 28 January 2022

**Consultation ended** Friday 11 March 2022

#### **Consultation responses**

- 16 responses from customers

#### **Key issues raised**

- Internal space
- Access and Counter Position
- Distance

#### **Response to issues raised**

##### **Distance**

The new premises are located approximately 45 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 along the route from the current site.

##### **Internal space**

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.

##### **Access and Counter position**

Access at the entrance to the new location is level. Additionally, a wide, outward opening door will be installed at the entrance, allowing easier access to the Post Office counter.

## Appendix B

### Pentrebach Post Office Information Summary

Pentrebach Convenience Store, 4 Walkers Terrace, Pentrebach, Merthyr Tydfil, CF48 4DD

#### New opening hours

|           |               |
|-----------|---------------|
| Mon - Fri | 09:00 - 17:00 |
| Sat       | 09:00 - 12:00 |
| Sun       | Closed        |

**During the Coronavirus pandemic the branch 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](http://www.postoffice.co.uk/branch-finder)**

#### **Products & Services**

A range of products and services will still be available, however excluding National Lottery.

#### **Serving positions**

There will be a Post Office serving point at the retail counter.

#### **Access**

Access 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 45 metres away from the previous branch, along level terrain.

Roadside parking is available nearby.

#### **Retail**

Convenience store.

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**Pentrebach Post Office services available**

**For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.**

|   | New branch      |
|---|-----------------|
| <b>Mail</b>   |                 |
| First & Second Class mail   | ✓               |
| Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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   | ✗               |
| Articles for the blind (inland & international)   | ✓               |
| Royal Mail redirection service  | ✓               |
| Local Collect   | ✓               |
| Drop & Go   | ✓               |
| <b>Withdrawals, deposits and payments</b>   |                 |
| 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   | ✓               |
| Automated bill payments (card or barcoded)  | ✓               |
| Key recharging  | ✓               |
| <b>Licences</b>   |                 |
| Rod fishing licences  | ✓               |
| <b>Travel</b>   |                 |
| Pre-order travel money  | ✓               |
| Travel insurance referral   | ✓               |
|   |                 |
| Mobile Top-ups & E vouchers   | ✓               |
| National Lottery Terminal   | ✗               |
| <b>Payment by cheque</b>  | ✗               |
| Products marked ✗ are available at <b>Dowlais Post Office</b> ,<br>7-8 Y Ganolfan, Dowlais, Merthyr Tydfil, CF48 3LT                                |                 |
| Opening times:<br>Mon – Sun      09:00 – 17:00  |                 |

## **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](https://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 branch<sup>1</sup>
- 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-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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, 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**  
**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> Locally elected representatives include 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.

<sup>4</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 3 and 4 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.