



Dear Customer

**Pontarddulais Post Office®**  
**Previously Located at: 156 St Teilo Street, Pontarddulais, Swansea, SA4 8RA**

**Local public consultation decision**

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed to open above Post Office service at the Family Shopper convenience store at 27 - 29 St Teilo Street, Pontarddulais, Swansea, SA4 8SZ, where it will be operated by a retail partner.

Regrettably, following the withdrawal of the premises for Post Office use and the resignation of the Postmaster, the above branch closed on Tuesday 25 May 2021. We would like to apologise for the inconvenience caused by the temporary closure.

I am pleased to confirm the new branch will open, at the Family Shopper convenience store at 27 - 29 St Teilo Street, on Monday 26 July 2021 at 13:00. If there are any unforeseen schedule changes to the opening date, posters will be displayed in the Family Shopper convenience store to let customers know.

During this period of temporary closure customers requiring Post Office services may use any convenient Post Office branch. Details of three alternative Post Office branches are provided below for your convenience:

- Hendy Post Office, 50 Iscoed Road, Pontarddulais, Swansea, SA4 0UP
- Fforest Post Office, The Village Stores, 2 Carmarthen Road, Pontarddulais, Swansea, SA4 0TX
- Pontlliw Post Office, The Village Stores, 7 Swansea Road, Pontlliw, Swansea, SA4 9EE

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.

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

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

*Sarah Cottrell*

**Sarah Cottrell**  
**Network Provision Manager**

postofficeviews.co.uk

comments@postoffice.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** 29 March 2021

**Consultation ended** 11 May 2021

#### **Consultation responses**

- 18 responses from customers

#### **Key issues raised**

- Distance, Route, Location
- Premises, Access and Parking
- Security
- Space, Counters, Queues and Privacy
- Health and Safety

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

##### **Distance, Route and Location**

The new premises are located within 400 metres from the previous closed branch along varied terrain. With any re-opening of Post Office services, it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel.

We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. In making the decision following public consultation we have had to balance the comments and concerns raised against the need to ensure a commercially viable and sustainable service into the future. Like many high street retailers, we've had to develop our ways of working so that we can maintain Post Office services for our customers. We will open the branch into a new retail environment, where it will continue to operate as one of our local style branches and this will help secure the long-term future of Post Office services to the community in Pontarddulais.

##### **Premises, Access and Parking**

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I can confirm the new premises will have wide a door with level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

While I acknowledge the concerns raised about parking in the area, it is fair to say that this is a problem faced in many locations nationwide and the availability of parking spaces is outside the direct control of Post Office Limited. When looking at service provision in an area, we are mindful of the needs of our customers and although the availability of parking spaces are issues outside the direct control of Post Office Limited, I have further reviewed parking at the new premises.

I can confirm time restricted roadside parking is available outside the Family Shopper convenience store and nearby along St Teilo Street. I am therefore satisfied that there will be adequate car parking at the new branch to meet the needs of customers using the new Post Office.

## **Security**

We acknowledge the concerns made about anti-social behaviour in the area. Although such matters are outside our direct control and are for the relevant authorities and local police to resolve, Post Office takes security very seriously. While we cannot go into specific details around our security arrangements strict guidelines and measures would be in place and we take every physical precaution, within our branches, to provide a safe and secure environment for both our customers and staff. The operator will engage with the community police in the event of any anti-social behaviour outside and around the Family Shopper.

The new agent will be completing refurbishments of the premises and the outside of the building will also be installed with security cameras and security lighting for the safety of both customers and staff.

## **Space, Counters, Queues and Privacy**

We will work closely with the new agent to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers including wheelchair users have sufficient space to move around the store.

Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the local style Post Office to operate alongside the Family Shopper retail offer. We will be working closely with the operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

The local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The local residents will continue to benefit from longer opening hours and staffing levels will be aligned to meet customer demand particularly at peak times.

We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly, with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

## **Health and Safety**

The UK is currently experiencing a public health emergency as a result of the COVID-19 Pandemic and as such, it is critical that we as a business take a range of measures to keep everyone safe. Please be assured that Post Office Ltd has been working hard to follow Government guidelines and we have supplied branches with the Personal Protective Equipment that they require to make branches a safe environment for their customers and staff. Post Office Ltd will continue to work safely during this pandemic, ensuring as many people as possible visiting our branches comply with social distancing guidelines.

Post Offices are designated an essential service, providing a unique service for a range of necessary activities and we are following the governments guidance on social distancing to support the safety of our staff and customers. As the situation changes, we continue to update staff and customers with practical instructions to allow them to stay safe whilst serving the needs of their communities. We remain committed to providing essential services to our communities whilst keeping our colleagues and customers safe.

We're confident that our Postmasters and their staff are acting in accordance with the official advice and we're doing everything we can to keep our branches open and safe.

## Appendix B

Pontarddulais Post Office information sheet															
<b>Address</b>	Family Shopper 27 - 29 St Teilo Street Pontarddulais Swansea SA4 8SZ														
<b>Post Office Opening hours</b>	<table border="1"> <tr><td>Mon</td><td>08:00 – 20:00</td></tr> <tr><td>Tue</td><td>08:00 – 20:00</td></tr> <tr><td>Wed</td><td>08:00 – 20:00</td></tr> <tr><td>Thu</td><td>08:00 – 20:00</td></tr> <tr><td>Fri</td><td>08:00 – 20:00</td></tr> <tr><td>Sat</td><td>10:00 – 16:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	08:00 – 20:00	Tue	08:00 – 20:00	Wed	08:00 – 20:00	Thu	08:00 – 20:00	Fri	08:00 – 20:00	Sat	10:00 – 16:00	Sun	Closed
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Fri	08:00 – 20:00														
Sat	10:00 – 16:00														
Sun	Closed														
<b>Distance</b>	Within 400 metres from the previous closed branch, along varied terrain.														
<b>Products &amp; Services</b>	A wide range of products and services will still be available.														
<b>Serving positions</b>	There will be a Post Office serving point provided for use at the retail counter and available during shop opening hours.														
<b>Accessibility</b>	<p><b>Access and facilities</b> 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.</p> <p><b>Parking</b> Time restricted roadside parking is available outside the Family Shopper convenience store and nearby along St Teilo Street.</p> <p><b>Buses</b> There is a regular bus service from the previous branch to the news premises. The nearest bus stop is within 190 metres away.</p>														
<b>Retail</b>	Convenience store														
<b>Date of opening</b>	13:00 on Monday 26 July 2021														

<b>Pontarddulais Post Office® services available</b>	
<b>For information about product availability call 03457 223344.</b>	
<b>For details of maximum value of transactions, please speak to the operator.</b>	
	<b>New branch</b>
<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	✓
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	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros</b>
On demand travel insurance	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	
<p>Other products are available at <b>Penyrheol</b> Post Office, 125 Frampton Road, Penyrheol, Gorseinon, Swansea, SA4 4YE</p> <p>and at <b>Hendy</b> Post Office, 50 Iscoed Road, Pontarddulais, Swansea, SA4 0UP</p>	
<p>Opening times: Mon – Sun 07:00 – 22:00</p> <p>Opening times: Mon, Tue, Wed, Fri, Sat &amp; Sun 07:00 – 20:00 Thu 06:00 – 20:00</p>	

## **Principles of Community Engagement on changes to the Post Office network**

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 closure<sup>1</sup>/ 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.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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>4</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>5</sup> 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, 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**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</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>3</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 2 and 3 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.

<sup>4</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>5</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.