

Dear Customer,

Local public consultation – Decision

**Porth Post Office
59 Hannah Street, Porth, CF39 9RA**

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 14 - 15 Hannah Street, Porth, CF39 9PU, where the branch will be operated by the existing 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.

The current branch will close on Wednesday 13 November 2024 at 17:00, with the new branch opening, at 14 - 15 Hannah Street, Porth, CF39 9PU on Tuesday 26 November 2024 at 13:00. 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:

- Ynyshir Post Office, 105 Ynyshir Road, Ynyshir, Porth, CF39 0EW
- Tonypandy Post Office, 38 - 40 Dunraven Street, Tonypandy, CF40 1AL

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 11 January 2024

Consultation ended 23 February 2024

Consultation responses

- 31 responses from customers

Key issues raised

- Parking
- Staff and Customer service
- Sale of Alcohol

Response to issues raised

Parking

Parking and the availability of parking spaces 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 we can confirm time restricted roadside parking will be available along Hannah Street with dedicated designated marked disabled bays. We are therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

Staff and Customer service

We know our customers value excellent customer service at the Post Office and the postmaster is looking forward to welcoming Post Office customers. The staff 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. They are also required to complete compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly with security, strict guidelines and procedures will be in place to safeguard customers, staff and the cash and stock entrusted to the postmaster's care. Additionally, all staffing levels will be aligned to meet customer demand particularly at peak times.

There will be three counter serving positions: one screen, one open plan and a Post Office serving point at the retail counter. Following the move, the Post Office will continue will offer the same products and services with the same opening hours so customers can access their branch when it's convenient, allowing customers to spread their visits and access our services seven days a week.

Sale of Alcohol

It is important to explain that we have a number of partnerships with various types of retailers and appreciate that our customers may have certain personal beliefs. However, we are looking for the best way to keep the Post Office within the local area, taking into consideration access for all our customers and also looking for the most viable option. The new Convenience Store is a supporter of The Drinkaware Trust, which is a charity dedicated to campaigning and educating consumers to reduce alcohol harm and also operate this policy. We can confirm that our postmaster will adhere to the Challenge 25 scheme, that encourages anyone who is over 18 but looks under 25 to carry acceptable ID when they want to buy alcohol.

Appendix B

Porth Post Office Information Sheet

14 - 15 Hannah Street
Porth
CF39 9PU

New opening hours

Monday - Friday	08:00 – 17:00
Saturday	08:00 – 14:00
Sunday	10:00 – 13:00

Opening times of Post Office service at retail counter offering selected services

Monday - Friday	08:00 – 17:00
Saturday	08:00 – 14:00
Sunday	10:00 – 13:00

**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**

Products & Services

The same range of Post Office products and services will continue to be available.

Serving positions

There will be three serving positions in total: one screened, one open plan and a Post Office serving point at the retail counter.

Access

Access will be level with wide doors at the entrance to the new premises.

Internally, there will be a hearing loop, a low-level serving counter and space for a wheelchair.

Getting there

The new branch will be located approximately 51 metres away from the current branch, along mostly level terrain.

Time restricted roadside parking will be available along Hannah Street with dedicated designated marked disabled bays.

Retail

Convenience store.

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

Comments@postoffice.co.uk

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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.