



Dear Customer

Changes to Craig Cefn Parc and Lower Cwmtwrch Mobile services

We are really pleased to let you know that we have restored Post Office services to the communities of Craig Cefn Parc and Lower Cwmtwrch with the introduction of a Mobile Hosted Outreach service. The temporary Mobile Hosted Outreach service at Craig Cefn Parc commenced on Monday 3 December 2018. Lower Cwmtwrch Mobile Hosted Outreach service commenced on Thursday 6 December 2018.

Since the closure of the above services we have continued to work to identify a solution to restore services to the local communities. We have therefore introduced a Mobile service, which is a tried and tested way of maintaining service to smaller communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises that has formed part of our operational network for some years now.

We are therefore pleased to inform you that the Postmaster from Rhyd Y Fro Post Office is willing to offer services to the above locations. The establishment of Mobile services presents the best possible solution to restore Post Office services to these communities.

We have also made some minor changes to the hours to the current Mobile services at Cilmaengwyn, Pontneathvaughan, Glanrhyd, Coelbren and Ynyswen.

Further details of these services are provided at the end of this letter.

We constantly monitor the number of customers using Post Office services and we are confident that our proposed changes will be welcomed by our customers in the local communities.

We will display posters locally to tell customers the good news. If you are a local representative, it would be helpful if you could share this information with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of these posters please let us know.

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. However we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new locations are and how easy is to get there?
- Do you have any comments on the days and opening hours?

We will be accepting comments until 31 January 2019. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on the proposal through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the details for these services by entering branch name, postcode or the unique branch code as given below, this will then give you a further search function to find the service you wish to comment on.

Rhyd Y Fro SA8 4NP - 244642

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Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response.

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

Thank you for considering our proposal.

Yours faithfully

Jeremy Kiff

Jeremy Kiff
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

This is all you need to add to your envelope for your letter to reach us

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 two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement 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 call 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new temporary Mobile Hosted Outreach service at Craig Cefn Parc

Ffordd Elen
Craig Cefn Parc
Swansea
SA6 5PZ

New opening times

Monday	10:15 – 11:15
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Services

A wide range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

There are parking bays nearby.

Route

This Mobile Post Office service is located approximately 200 metres away from the previous branch, along varied terrain.

Details of the new Mobile Hosted service at Lower Cwmtwrch:

Ger Yr Afon
Off Heol Gleien
Lower Cwmtwrch
Swansea
SA9 2TJ

New opening times

Thursday	11:30 – 12:30
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Services

A wide range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Parking is available nearby.

Route

This Mobile Post Office service is located approximately 400 metres away from the previous branch, along level terrain.

Details of the changes to existing Mobile services:

Cilmaengwyn Mobile Post Office, On road adjacent to 79 Tanydarren,
Cilmaengwyn, Pontardawe, Swansea, SA8 4QR

Current opening times

Thursday	15:15 – 16:15
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New opening times

Thursday	15:30 – 16:30
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Details of the changes to existing Mobile services:

Pontneathvaughan Mobile Post Office, On road adjacent to 13 High Street,
Pont Nedd Fechan, Neath, SA11 5NP

Current opening times

Monday	10:45 – 11:45
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New opening times

Monday	12:00 – 13:00
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Details of the changes to existing Mobile services:

Glanrhyd Mobile Post Office, On road opposite 1 Gough Avenue,
Ystradgynlais, Swansea, SA9 1AW

Current opening times

Thursday	14:00 – 15:00
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New opening times

Thursday	14:15 – 15:15
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Details of the changes to existing Mobile services:

Coelbren Mobile Post Office, Coelbren Miner Welfare and Memorial Hall,
Bachgwreiddyn, Coelbren, Neath, SA10 9NB

Current opening times

Monday	12:00 – 13:30
Thursday	12:00 – 13:30

New opening times

Monday	13:15 – 14:15
Thursday	13:00 – 14:00

Details of the changes to existing Mobile services:

Ynyswen Mobile Post Office, Lay by adjacent to 18 Cribarth, Ynyswen,
Penycae, Swansea, SA9 1YU

Current opening times

Monday	14:15 – 15:15
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New opening times

Monday	14:30 – 15:30
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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 closure¹/ 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 representatives², the Consumer Advocacy Bodies and selected charities³, 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 branch⁴
- 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-week⁵ 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.

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

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ 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.

⁴ 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.

⁵ 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.