



Dear customer

Changes to Rhyd Y Fro Mobile Services

**Affecting Carway, Pontyates, Ponthenry, Bancffosfelen, Pontneathvaughan, Coelbren
Ynyswen, Glanrhyd, Cilmaengwyn, Pembrey, Llangennech, Duffryn, Rhondda, Penywaun
Resolven, Glyncorrwg**

We are really pleased to let you know that we are restoring Post Office services to the communities of Carway, Pontyates, Ponthenry and Bancffosfelen, commencing 6 September 2023.

Since the closure of the above services, we have continued to work to identify a solution to restore Post Office services to the local communities. We are therefore planning to introduce a Mobile service, which is a tried and tested way of maintaining services 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.

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.

To accommodate the new Mobile services there will be some changes to the current opening hours at Pontneathvaughan, Coelbren, Ynyswen, Glanrhyd, Cilmaengwyn, Pembrey, Llangennech, Duffryn, Rhondda, Penywaun, Resolven and Glyncorrwg, also operated by the postmaster from Rhyd Y Fro Post Office. Changes to these services will commence from 4 September 2023.

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

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 through your social media channels and 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 posters, please let us know.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

Yours faithfully

Fiona Shanahan

**Fiona Shanahan
Network Provision Lead**

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How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

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There are times our branches 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

Details of the new Mobile services

Carway Mobile Post Office Service

Carpark of Carway Welfare Hall Carway
Kidwelly
SA17 4HE

Opening times

Wednesday	12:45 – 13:45
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Services

The same services will be available.

Access and facilities

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

Getting there

Parking will be available close to where the mobile van will be parked.

Pontyates Mobile Post Office Service

Carpark Opposite Welfare Centre
Heol Y Meinciau
Pontyates
Llanelli
SA15 5TR

Opening times

Wednesday	13:50 – 14:50
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Services

The same services will be available.

Access and facilities

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

Getting there

Parking will be available close to where the mobile van will be parked.

Ponthenry Mobile Post Office Service

Carpark Ponthenry Welfare Hall
Bargoed Terrace
Ponthenry
Llanelli
SA15 5PW

Opening times

Wednesday	14:55 – 15:45
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Services

The same services will be available.

Access and facilities

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

Getting there

Parking will be available close to where the mobile van will be parked.

Bancffosfelen Mobile Post Office Service

Near Bancffosfelen Village Hall

Bancffosfelen

Llanelli

SA15 5DR

Opening times

Wednesday	16:00 – 17:00
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Services

The same services will be available.

Access and facilities

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

Getting there

Parking will be available close to where the mobile van will be parked.

Details of the change to existing Mobile services:

**Pontneathvaughan Mobile Service, On Road Adjacent to 13 High Street,
Pont Need, Fechan, Neath, SA11 5NP**

Current opening times

Monday	12:00 -13:00
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New opening times

Monday	11:45 – 12:45
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**Coelbren Mobile Service, Miners Welfare & Memorial Hall, Bachgwreiddyn, Coelbren
Neath, SA10 9NB**

Current opening times

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

New opening times

Monday	13:00 -14:00
Thursday	12:45 – 13:45

**Ynyswen Mobile Service, Layby Adjacent to 18 Cribarth, Ynyswen
Swansea, SA9 1YU**

Current opening times

Monday	14:30 -15:30
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New opening times

Monday	14:15 – 15:15
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**Glanrhyd Mobile Service, On Road Opposite 1 Gough Avenue,
Ystradgynlais, SA9 1AW**

Current opening times

Thursday	14:15 -15:15
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New opening times

Thursday	14:00 – 15:00
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**Cilmaengwyn Mobile Service, On Road Adjacent to 79 Tanydarren,
Cilmaengwyn, Pontardawe, SA8 4QR**

Current opening times

Thursday	15:30 – 16:30
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New opening times

Thursday	15:15 – 16:15
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**Pembrey Mobile Service, Car Park of St Illtyd's Church,
Randell Square, Pembrey, SA16 0UA**

Current opening times

Wednesday	11:45 – 12:45
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New opening times

Wednesday	11:30 – 12:30
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**Llangennech Mobile Service, Llangennech Village Hall,
Hendre Road, Llangennech, Llanelli, SA14 8TH**

Current opening times

Wednesday	13:15 – 14:45
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New opening times

Tuesday	09:00 – 10:00
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**Duffryn Rhondda Mobile Service, Heol-Yr-Afael,
Duffryn Rhondda, Port Talbot, SA13 3EU**

Current opening times

Tuesday	09:30 – 10:30
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New opening times

Tuesday	10:30 – 11:30
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**Penywaun Mobile Service, Near Shops on Heol Bryn Gwyn,
Penywaun, CF44 9HD**

Current opening times

Tuesday	10:45 – 11:45
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New opening times

Tuesday	13:30 – 14:30
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**Resolven Mobile Service, Car Park off Lyons Place Resolven
Neath, SA11 4ND**

Current opening times

Tuesday	14:30 – 16:30
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New opening times

Tuesday	14:45 – 16:45
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**Glyncorrwg Mobile Service, Outside Premier Store, Dunraven Street,
Glyncorrwg, SA13 3AD**

Current opening times

Tuesday	12:30 – 14:00
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New opening times

Tuesday	11:45 – 12:45
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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.

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 **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.

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

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

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.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.