



Dear Customer

Changes to Rhyd Y Fro Mobile Service

Affecting Duffryn Rhondda, Glyncorrwg and Penywaun

We are really pleased to let you know that we will be restoring Post Office services to the communities of Penywaun and Glyncorrwg on Tuesday 25 October 2022, with the introduction of a new temporary Mobile service.

The new Mobile service in Penywaun will be operating from near shops on Heol Bryn Gwyn, Penywaun, CF44 9HD and the new Mobile service in Glyncorrwg will be operating from outside Premier Store, Dunraven Street, Glyncorrwg, SA13 3AD.

Since the closure of the previous Post Offices at both locations, we have continued to work to identify a solution to restore Post Office services to the local communities of Penywaun and Glyncorrwg. 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. 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.

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. I'm therefore pleased to inform you that the postmaster from Rhyd Y Fro Post Office is also willing to commence a new Mobile service at Duffryn Rhondda, operating from Heol-Yr-Afael, Duffryn Rhondda, Port Talbot, SA13 3EU. This new service will also commence on 25 October 2022.

Full details of the new Mobile service at Penywaun, Glyncorrwg and Duffryn Rhondda are provided at the end of the letter.

If you have any questions about the new Mobile service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

Thank you for your support in providing Post Office services.

Yours faithfully

Fiona Shanahan

Fiona Shanahan
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of the new Mobile services:

Duffryn Rhondda Mobile Service

Heol-Yr-Afael
Duffryn Rhondda
Port Talbot
SA13 3EU

Opening times

Tuesday	09:30 – 10:30
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Services

A range of services will continue to 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. Parking is available close to where the Mobile van will be parked.

Glyncorrwg Mobile Service

Outside Premier Store
Dunraven Street
Glyncorrwg
SA13 3AD

Opening times

Tuesday	10:45 – 11:45
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Services

A range of services will continue to 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

This Mobile Post Office service will be located near to the previous branch location. Parking is available close to where the mobile van will be parked.

Penywaun Mobile Service

Near Shops on Heol Bryn Gwyn
Penywaun
CF44 9HD

Opening times

Tuesday	12:30 – 14:00
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Services

A range of Post Office products and 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

This Mobile Post Office service will be located near to the previous branch location. Parking is available close to where the mobile van will be parked.

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.