



Dear Customer

**Local public consultation – Decision**

**Talgarth Post Office  
The Co-Operative Food, The Square, Talgarth, Brecon, LD3 0BW**

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 The Co-Operative Food at Hay Road, Talgarth, Brecon, LD3 0AW, where it will be operated by a retail partner.

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.

Due to the premises being withdrawn the current branch closed on Saturday 9 September 2023. The new branch has opened at The Co-Operative Food, on Tuesday 19 September 2023.

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. An extract relating to consultation is available at the end of this letter.

Yours faithfully

*Sarah Cottrell*

**Sarah Cottrell  
Network Provision Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](https://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** Friday 4 August 2023

**Consultation ended** Friday 15 September 2023

#### **Consultation responses**

- 63 responses from customers and local representatives

#### **Key issues raised**

- Distance
- Counters, Privacy and Queues

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

##### **Distance**

Some customers raised concerns that they will have further to travel to access Post Office services. We acknowledge that for some customers the move may mean a slightly longer journey than currently, however the new premises are located on the same road, 500 metres away, within walking distance from the previous branch location, along varied terrain. Pedestrian access to the new location, has well maintained pavements, with dropped kerbs along the route from the previous site. We remain confident the relocation will not significantly impede customer access to Post Office services and believe the relocation of Talgarth Post Office is the most effective way to secure the long-term viability of Post Office services to the local community.

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

The new local style Post Office operating from a Post Office counter position located alongside the shop counter enabling customers to carry out the same range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon and Sunday opening with longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better.

We have worked with the postmaster 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 or handing a receipt that contains any financial information face down. Additionally, any staff that handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

The internal layout and some fixtures and fittings have been re-aligned or removed to ensure there is clear access into the premises and easy access to the Post Office counters. This will ensure the Post Office counter area is easily accessible. The entrance, aisles and the waiting area will be kept free from obstructions and adequate room will be provided for customers and for a wheelchair to move around the store without difficulty.

## Appendix B

### Talgarth Post Office Summary Sheet

The Co-Operative Food  
Hay Road  
Talgarth  
Brecon  
LD3 0AW

#### New opening hours

Mon - Sun	08:00 - 18:00
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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](http://www.postoffice.co.uk/branch-finder)**

#### **Products & Services**

The same products and services will still be available.

#### **Serving positions**

There will be a Post Office serving point at the retail counter.

#### **Access**

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.

#### **Getting there**

The new branch will be located approximately 500 metres away from the previous branch, along varied terrain.

There will be a dedicated customer car park outside the new premises.

#### **Retail**

Convenience store.

#### **Date of opening**

Tuesday 19 September 2023 at 13:00

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## **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](https://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 branch<sup>1</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>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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 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, Consumer 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**  
**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</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>2</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.

<sup>3</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>4</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 3 and 4 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.