



Dear Customer

Branch Temporary Closure

**The Exchange Post Office
1 Exchange Road, Risca, Newport, NP11 6GP**

We are writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing temporarily on Tuesday 18 October 2022 at 17:30.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch to inform customers.

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.

We would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully

Katimay John

**Katimay John
Network Provision Lead**

How to contact us:

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

Alternative branches

During the Coronavirus pandemic 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

Risca Post Office

45 Tredegar Street
Risca
Newport
NP11 6BW

Opening times

Monday – Friday	09:00 – 17:00
Saturday	09:00 – 12:00
Sunday	Closed

Services

The same range of services will continue to be available, with the addition of Passport Check & Send, however excluding National Lottery.

Access

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 0.4 miles away from The Exchange branch, along varied terrain. Time restricted parking is available nearby. There is a frequent bus service available between The Exchange branch and this Post Office service. The nearest bus stop is directly outside the branch.

Ty Sign Post Office

78-80 Elm Drive
Risca
Newport
NP11 6HJ

Opening times

Monday – Saturday	08:00 – 21:00
Sunday	09:00 – 20:30

Services

The same range of services will continue to be available, however excluding comprehensive range of Travel Money, Vehicle Tax and On Demand Travel Insurance

Access

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 0.9 miles away from The Exchange branch, along varied terrain. Parking is available nearby. There is a frequent bus service available between The Exchange branch and this Post Office service. The nearest bus stop is approximately 300 metres away.

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.

Delete following pages not part of letter

APPENDIX – REASONS FOR TEMPORARY CLOSURE

Resignation/Retirement

following the resignation/retirement of the postmaster/our retail partner (XXXXX name of partner if appropriate – DON'T put name if CJ Lang) and the withdrawal of the premises for Post Office use,

Core postmaster has resigned their Hosted / Outreach service only

We are writing to inform you that, regrettably, the postmaster from XXXX branch has decided to resign from operating a **Hosted / Outreach** service at the above location. This service will, therefore, be closing temporarily on **Day Month Year**.

Additionally, Post Office XXXXXX Hosted / Mobile / Partner service, which is currently operated by this postmaster will also cease operating, on a temporary basis, from this date.

End of contract/ Redevelopment / Lease expiry (ensure arrangements are not commercially sensitive)

due to our contract with the existing postmaster coming to an end / as part of the redevelopment in the area / the expiry of the lease / they intend to withdraw Post Office services from the above site at the end of their lease period, and despite our best efforts to maintain a Post Office counter service at this location,

Temp Agent resignation

Pro-active / Re-active

We are writing to inform you that the above branch **will be closing / closed** temporarily on **Date Month Year**. As you may be aware, this **branch / service** has been operated on our behalf by a temporary agent following the resignation of the previous postmaster / since our contract with the former postmaster came to an end. Unfortunately, our agent is no longer able to provide a service at the premises / however, the premises have now been withdrawn for Post Office use.

Please accept my apologies for the late notification on this occasion.

Following commercial transfer of the premises

Following the resignation of our current partner, XXXXX, and the commercial transfer of the business, we have been notified by the new owners, XXXXX, that the premises will no longer be available for **Post Office use / use as a Post Office branch**. This **branch / service** will, therefore, be closing temporarily on **Date Month Year**.

Damage to property –

- following a fire at the premises
- following severe flooding at the premises
- due to the premises experiencing sudden structural damage

Robbery -

- following a recent incident
- due to damage caused to the premises following an incident at the branch,

Death of postmaster – (ensure appropriate to detail)

- Sadly the postmaster at XXXX branch recently passed away. Subsequently this branch closed on **Date Month Year**

2nd & 3rd PARAGRAPH – When we want to explain that we are close to agreeing a solution to the closure

The provision of a Post Office service to our customers in the local community is important to us, and I can assure you we are currently investigating the possibility of restoring a service to this area in the near future. I hope to be in a position to advise you of future developments shortly.

In the meantime, I would like to apologise for any inconvenience the temporary closure may cause. If you have any questions you would like to raise about this matter, please feel free to contact our National Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us do so by clearly marking them “In Confidence”.

The provision of a Post Office service to our customers in xxxxx is important to us and I can assure you **we are working hard to restore a service to these communities as soon as possible. I am pleased to tell you that we have identified a nearby postmaster who is willing to operate the services on our behalf and we are currently in discussions with him, I hope to be in a position to advise you of our future plans for service provision shortly.**

In the meantime, I would like to apologise for any inconvenience the temporary closure may cause. If you have any questions you would like to raise about this matter, please feel free to contact our National Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us do so by clearly marking them “In Confidence”.

I can assure you that we are working to resume Post Office services at XXXXX (Branch name) and I would like to apologise for any inconvenience this temporary closure may cause to people locally. In the interim, we hope that our customers will continue to use the Post Office and full details of alternative services in the area are shown at the end of this letter.

Loss of Hosted premises but Core still available

I am writing to inform you that our current partners at **Name** Post Office have recently advised us that they will be closing the retail business at this site, which will mean that the Post Office will temporarily close on **Day Date Month Year** at **Time**.

Our postmaster who operates the service on our behalf is keen to continue to provide a service to the local community and we are therefore currently seeking alternative Host premises from which to operate the Post Office. I’m sorry for any inconvenience the temporary closure may cause.

The provision of a Post Office service to our customers in the local community is important to us, and we will continue to work hard to restore services in the area as soon as possible.