



Dear Customer

Engaging with our customers - Share your views

Reopening and Service changes to Hope and Cemmaes Road Outreach Services

Changes to Tregynon Mobile Outreach Service

Affecting Sarn, Cwmlline, and Cemmaes Mobile Services

We are delighted to let you know that following the closure of Hope and Cemmaes Road outreach services which closed in February 2025 and May 2025 respectively, we will be restoring Post Office services to these communities with the introduction of a Mobile service with new operating hours.

Hope Mobile Service will operate from the car park of its previous location at Hope Village Hall, Hope, Minsterley, SY5 0JB, by the Postmaster from Tregynon Post Office commencing Thursday 3 July 2025 at 10:15.

Cemmaes Road Mobile Service will operate from the car park at Dovey Valley Hotel, Cemmaes Road, Machynlleth, SY20 8JZ, by the Postmaster from Tregynon Post Office commencing Tuesday 1 July 2025 at 10:00.

We've been working hard to identify a solution to restore services locally. A Mobile service, which 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, is a tried and tested way of maintaining service to smaller communities.

To accommodate the new mobile services there will be some changes to the current opening hours of Sarn Mobile Service and Cemmaes Mobile Service. These changes will take effect from week commencing Monday 30 June 2025.

Additionally, it's important that the outreach branches provided from Tregynon Post Office operate sustainably, and regrettably the Cwmlline Mobile Service provided on Road Opp: 4 Rhosawel, Cwmlline, Machynlleth, Powys, SY20 9PD will cease to operate from 27 June 2025 due to low customer usage. We apologise for any inconvenience caused.

Details of changes to the Mobile Post Office services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change. If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

We would like to hear from you

We are keen to proceed with the change to the community of Hope and Cemmaes Road as soon as possible, so we have decided to go ahead with our plans. Restoring the service as a Mobile outreach is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

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

We will be accepting comments until **Wednesday 30 July 2025**. 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 reopening of this Post Office service through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the engagement for this service either by branch name, postcode or the unique branch code **183644**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



We will display posters locally to inform customers about the changes. 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.

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the starting date, posters will be displayed locally to let customers know.

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

We do hope that you will support this new service.

Yours faithfully

Carol Williams

Carol Williams

Area Change Manager

Details of the new Mobile Services:

Hope Mobile Service		Services available		
Hope Village Hall Car Park Hope Minsterley SY5 0JB		Offers similar services.		
Opening times		Access		
<table><tr><td>Thursday</td><td>10:15 – 11:15</td></tr></table>		Thursday	10:15 – 11:15	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.
Thursday	10:15 – 11:15			

Parking

Parking will be available near to where the Mobile van will be parked.

Cemmaes Road Mobile Service		Services available
Dovey Valley Hotel Car Park Cemmaes Road Machynlleth SY20 8JZ		Offers similar services.
Opening times		Access
Tuesday	10:00 – 11:00	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.
Thursday	10:00 – 11:00	

Getting there

Approximately 50 metres from Cemmaes Road Outreach Service, along varied terrain. Parking will be available near to where the Mobile van will be parked.

Details of Alternative branches for Cwmlline Mobile Service:

Mallwyd Post Office		Services available
Mallwyd Service Station Mallwyd Machynlleth Powys SY20 9HN		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Tues	09:00 – 13:00	This branch has a wide door and a step at the entrance.
Wed	Closed	
Thurs	09:00 – 13:00	
Fri	Closed	
Sat	Closed	
Sun	Closed	

Getting there

This service is approximately 3.6 miles from Cwmlline Mobile Service, along varied terrain. Customer parking is available onsite. There is a bus service between Cwmlline Mobile Service and this service. The bus stop is approximately 180 metres away.

Cemmaes Mobile Service		Services available
Roadside Opposite Penrhos Arms Hotel Cemmaes, Machynlleth Powys SY20 9PR		Offers the same services.
Opening times		Access
Tues	09:00 – 09:45	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.
Fri	09:00 – 09:45	

Getting there

This service is approximately 1.4 miles from Cwmlline Mobile Service, along varied terrain. Parking will be available near to where the Mobile van will be parked. There is a bus service between Cwmlline Mobile Service and this service. The bus stop is approximately 20 metres away.

Details of the change to existing Mobile service opening hours:

Details of the change to existing Mobile services opening hours:			
Sarn Mobile Service Village Hall Car Park, Sarn, Newtown, Powys, SY16 4EJ			
Current opening times		New opening times	
Monday	13:15 – 14:15	Monday	13:15 – 14:15
Thursday	10:15 – 11:15		

Details of the change to existing Mobile services opening hours:			
Cemmaes Mobile Service Roadside Opposite Penrhos Arms Hotel, Cemmaes, Machynlleth, Powys, SY20 9PR			
Current opening times		New opening times	
Tuesday	10:15 – 11:00	Tuesday	09:00 – 09:45
Friday	10:15 – 11:00	Friday	09:00 – 09:45

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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified² and where there is no degradation of access to Post Office services (into and inside the premises).

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 representatives³, the Consumer Advocacy Bodies and selected charities⁴, 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.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

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FREEPOST Your Comments

² Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

³ 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.

⁴ 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.