



Dear Customer

**University College Post Office®
Fulton House, Singleton Park, Swansea, SA2 8PR**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Costcutter, Fulton House, Singleton Park, Swansea, SA2 8PP, where it will operate as one of our new local style Post Office branches.

We received 74 individual responses from customers during the local public consultation period. In the main, feedback focused on concerns about the busy nature of the Costcutter store, availability of space and possible congestion inside following the change.

As part of the consultation process, Post Office Ltd also meets with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, to review all the consultation responses and to ensure all relevant feedback is considered. All the feedback we received helped us to better understand customers' concerns and was taken into account in finalising our plans for the new branch.

Firstly I would like to apologise for the incorrect information on our proposal materials which initially stated free parking at the university campus. I can confirm there is pay and display parking and I can also confirm that revised consultation materials, with the correct parking information, were re-issued in branch and this has been taken into account in making our decision.

We fully recognise people can be wary of change and the feedback we received shows how important the Post Office is to the local community and I would like to thank everyone who took the time to let us have their views.

We recognise that the Post Office plays an important part in the lives of people, particularly to elderly and disabled customers and we want to make our services as accessible as possible. Access at Costcutter is level with a wide door at the entrance. Internally, the new premises will be refurbished to provide an improved layout for customers and easier manoeuvrability. The new branch will be built in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout to make sure there is clear access inside the store, aisles are kept clear of stock and adequate room is provided for customers to queue and for a wheelchair to move around without difficulty and access Post Office services.

Although the local style format is a different way of offering Post Office services, be assured it does not compromise the professional service standards that we provide at all of our branches. Staff will be fully trained in Post Office transactions with staffing levels aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The full range of Post Office services can be accessed at Sketty Post Office which can be reached by a direct bus service.

The change also means that Post Office opening hours are aligned to the store so customers will benefit from significantly longer opening hours, including weekends and longer opening times throughout the week. This means that customers can spread their visits and access our services seven days a week and at times that suit them better, which also helps to reduce waiting times and relieve any potential congestion. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on Post Office customers and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I remain satisfied that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 257642

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.





Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

This document is also available to view online, to see it – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

University College Post Office information sheet

Address	Costcutter Fulton House Singleton Park Swansea SA2 8PP														
Opening hours	<table border="1"><tr><td>Monday</td><td>08:00 – 20:00</td></tr><tr><td>Tuesday</td><td>08:00 – 20:00</td></tr><tr><td>Wednesday</td><td>08:00 – 20:00</td></tr><tr><td>Thursday</td><td>08:00 – 20:00</td></tr><tr><td>Friday</td><td>08:00 – 20:00</td></tr><tr><td>Saturday</td><td>09:00 – 22:00</td></tr><tr><td>Sunday</td><td>09:00 – 22:00</td></tr></table>	Monday	08:00 – 20:00	Tuesday	08:00 – 20:00	Wednesday	08:00 – 20:00	Thursday	08:00 – 20:00	Friday	08:00 – 20:00	Saturday	09:00 – 22:00	Sunday	09:00 – 22:00
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Distance	10 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	Access and facilities Access is level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair. Parking There is pay and display parking at the University campus														
Retail	Convenience store														
Date of Relocation	To be confirmed in branch														

University College Post Office® services available

Our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions.

Customers can also shop online at www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
Payment by cheque	
Other Products are available at Sketty Post Office, 84 Gower Road, Sketty, Swansea, SA2 9BZ	Opening times: Mon – Fri 08:30 – 18:00 Sat 08:30 – 13:00