



**Victoria Road Post Office®
Nisa Local – Victoria Supermarket, Unit 1 Jubilee Court,
Victoria Road, Aberavon, Port Talbot, SA12 6QG**

Your new branch has opened

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community. We received 2 responses and we opened the branch on Monday 5 November 2018.

Key points raised:

- Parking
- Security

Response to key points:

Parking

It is fair to say that parking is a problem faced generally in many locations nationwide. I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. We can confirm there is roadside parking available opposite the Nisa Stores. Further roadside parking is available on Addison Place adjacent to the new branch and nearby.

Security

The operator and their staff have been fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training includes guidance on respecting customer confidentiality and safeguarding privacy. They have also completed compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

We hope that you will enjoy using the new Post Office.