



Dear Customer

Wood Street Post Office®
5 Cornerswell Road, Penarth, Cardiff, CF64 2UW

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 One Stop, 9 Cornerswell Road, Penarth, Cardiff, CF64 2UW, where it will be known as Cornerswell Road Post Office and operate as one of our new local style Post Office branches. Cornerswell Road Post Office aims to secure Post Office services to the local community for the longer term by providing a more modern and commercially viable service. Please accept our apologies for the late notification in this instance, this was due to finalising our plans for the new branch.

As you may recall from our previous letter, the current site is no longer available for Post Office use and branch closed on Wednesday 30 August 2017. In order to maintain a Post Office service the new branch will open at One Stop, 9 Cornerswell Road on Monday 18 December 2017 at 13:00.

We received 45 individual comments from customers during the local public consultation period. The main feedback welcomed reinstating a Post Office service in One Stop, which will be used by the local community in Penarth and will help maintain Post Office services locally. Customers also said it would be easier to get to the new branch and liked the longer opening times. Other comments expressed concerns about access, space, privacy and the lack of parking at the proposed location and the impact this could have on local residents.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is roadside parking available on Ivy Street and there is also time restricted parking available opposite the premises on Cornerswell Road. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office. However, the new operator will also be approaching the relevant authority to seek a review of disabled parking in the area and explore the possibility of a disabled bay near to the new premises.

We recognise that the Post Office plays an important part in the lives of customers, particularly for our older and less able customers, and we want to make our services as accessible as possible. Inside One Stop, the new branch will be 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 and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the shop and access Post Office services. I can confirm the access will be via a permanent ramp with a wide door.

We will also be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Staff training is to Post Office standards and includes instructions and guidelines to safeguard customer privacy and confidentiality. 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 two Post Office serving points 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 enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. The very small range of services that will no longer be offered, can be accessed at Penrath Post Office, which offers the full range of Post Office products and services and can be reached by a direct bus service.

The change also means that customers will benefit from extensive opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, so they can use our services seven days a week and at times that suit them better. Further 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 local public consultation period along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Details of alternative Post Office branches are provided below for your convenience:

- Penarth Post Office, 13 Glebe Street, Penarth, CF64 1ED
- Holmesdale Street Post Office, 53 Holmesdale Street, Cardiff, CF11 7HH

Posters will now be displayed in One Stop to let customers know about this decision.

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: 272611.

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 sincerely



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

We've published our final plan on-line, 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 03452 66 01 15 or Textphone 03457 22 33 55.

Cornerswell Road Post Office information sheet															
Address	One Stop 9 Cornerswell Road Penarth CF64 2UW														
Opening hours	<table> <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>08:00 – 20:00</td></tr> <tr> <td>Sunday</td><td>09:00 – 20:00</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	08:00 – 20:00	Sunday	09:00 – 20:00
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Saturday	08:00 – 20:00														
Sunday	09:00 – 20:00														
Distance	60 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	<p>Access and facilities The premises will have a wide door and a permanent ramp at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available on Ivy Street. There is also time restricted parking available opposite the premises on Cornerswell Road.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Monday 18 December 2017														

Cornerswell Road Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 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	Express 24 & 48
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	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓

Bill payments

Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	✓

Travel

Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
On demand travel insurance	✗
Passport Check & Send	✗

Mobile Top-ups & E vouchers

✓

National Lottery Terminal

✗

Payment by cheque

✓

Other products are available at: **Penarth** Post Office,
13 Glebe Street, Penarth, CF64 1ED
and

Holmesdale Street Post Office,
53 Holmesdale Street, Cardiff, CF11 7HH

Opening times:
Mon – Sat 09:00 – 17:30

Opening times:
Mon – Sat 08:00 – 20:00
Sun 09:00 – 17:00