



Dear Customer

**Ynysymaerdy Post Office®
254 Neath Road, Briton Ferry, Neath, SA11 2AX**

Local public consultation decision

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office into Nisa Local at 175 Pant Yr Heol, Neath, SA11 2HB.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

Following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the current branch closed on Thursday 23 August 2018. I am pleased to confirm that the new branch will open at Nisa Local, 175 Pant Yr Heol, on Monday 22 October 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

Details of two alternative Post Office branches are also provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at:
postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

A handwritten signature in black ink that reads "Jeremy Kiff".

**Jeremy Kiff
Area Network Change Manager**

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Appendix A

Response to Local Public Consultation

Consultation started 8 August 2018

Consultation ended 19 September 2018

Consultation responses

- 161 responses from customers and local representatives

Key issues raised

- Location
- Parking
- Size of premises

Response to issues raised

Location

I appreciate that the proposed location is approximately 700 metres from the previous site and that for some of our customers this will mean a slightly longer journey. In situations like this there will always be some people who are more inconvenienced than others for which I apologise. Equally, as we know from feedback received, there are other customers for whom the new location will be slightly closer and more convenient to access than at present. In terms of access to the new location, there are well maintained pavements and dropped kerbs along the route for customers choosing to walk to the new branch and for those using public transport, there is a bus service operating between the two premises.

Parking

With regards to parking at 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, matters such as the availability of parking spaces are outside the direct control of Post Office Limited, however I have conducted a further review of this matter. I am therefore satisfied that access and parking at the new branch will continue to meet the needs of customers using the Post Office.

Size of premises

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I'm pleased to confirm that the new branch will have level access with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and the queuing area will also be kept clear ensuring sufficient space is available for customers and for a wheelchair to move around and access our services without difficulty.

Appendix B

Ynysymaerdy Post Office information sheet															
Address	Nisa Local 175 Pant Yr Heol Neath SA11 2HB														
Opening hours	<table border="1"> <tr><td>Mon</td><td>08:00 – 20:00</td></tr> <tr><td>Tue</td><td>08:00 – 20:00</td></tr> <tr><td>Wed</td><td>08:00 – 20:00</td></tr> <tr><td>Thu</td><td>08:00 – 20:00</td></tr> <tr><td>Fri</td><td>08:00 – 20:00</td></tr> <tr><td>Sat</td><td>08:00 – 20:00</td></tr> <tr><td>Sun</td><td>10:00 – 16:00</td></tr> </table>	Mon	08:00 – 20:00	Tue	08:00 – 20:00	Wed	08:00 – 20:00	Thu	08:00 – 20:00	Fri	08:00 – 20:00	Sat	08:00 – 20:00	Sun	10:00 – 16:00
Mon	08:00 – 20:00														
Tue	08:00 – 20:00														
Wed	08:00 – 20:00														
Thu	08:00 – 20:00														
Fri	08:00 – 20:00														
Sat	08:00 – 20:00														
Sun	10:00 – 16:00														
Distance	Within 700 metres away from the previous branch, along varied terrain.														
Products & Services	A wide range of products and services will still be available.														
Serving positions	There will two low-screened, open-plan, modern serving points that are part of the retail counter														
Accessibility	<p style="text-align: center;">Access and facilities</p> <p>The new branch has a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p style="text-align: center;">Parking</p> <p>Roadside parking is available near the new premises.</p> <p style="text-align: center;">Buses</p> <p>There is a frequent bus service available between the previous branch and the new premises. The nearest bus stop is approximately 60 metres away.</p>														
Retail	Convenience store														
Date of move	Monday 22 October 2018														

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.

Alternative branches:**Penrhiwtyn Post Office**

5 Furnace Terrace
Neath
SA11 2EE

Opening times

Monday	07:00 - 18:00
Tuesday	07:00 - 18:00
Wednesday	07:00 - 18:00
Thursday	07:00 - 18:00
Friday	07:00 - 18:00
Saturday	07:00 - 18:00
Sunday	09:00 - 12:00

Services

The same range of services will continue to be available, however excluding Car tax, a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and a ramp at the entrance.

Transport/parking

Time-restricted roadside parking is available nearby. There is a frequent bus service available between Ynysymaerdy branch and this Post Office service. The nearest bus stop is 140 metres away.

Route

This Post Office service is located approximately 0.9 miles away from Ynysymaerdy branch, along varied terrain.

Baglan Post Office

121 Pentwyn Baglan Road
Baglan
Port Talbot
SA12 8EB

Opening times

Monday	05:00 - 23:00
Tuesday	05:00 - 23:00
Wednesday	05:00 - 23:00
Thursday	05:00 - 23:00
Friday	05:00 - 23:00
Saturday	05:00 - 23:00
Sunday	05:00 - 23:00

Services

The same range of services will continue to be available however excluding a comprehensive range of Travel Money and Passport Check & Send.

Access and facilities

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

Transport/parking

There is a car park at the rear of the branch. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1.9 miles away from Ynysymaerdy branch, along varied terrain.

Principles of Community Engagement on changes to the Post Office network

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.

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

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

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 representatives², the Consumer Advocacy Bodies and selected charities³, 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.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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
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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ 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 2 and 3 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.

⁴ 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.

⁵ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.