



LLANHARAN COMMUNITY COUNCIL

9 October 2020

To Members of the Council.

The next meeting of the Council will be held on Thursday, 15 October 2020 at 7.00pm.

The meeting will be held on a remote basis in accordance with the provisions of the Local Authorities (Coronavirus) (Meetings) (Wales) Regulations 2020.

The agenda will be as follows:

1. To welcome all attendees and receive any apologies for absence.
2. To receive any disclosures of personal and/or prejudicial interests from members in accordance with the Code of Conduct.
3. To approve as a true and accurate record the minutes of the Council meeting held remotely on Thursday 17th September 2020 at 7.00pm.
Appendix One
4. To approve as a true and accurate record the minutes of the Extraordinary meeting of the Council held remotely on Thursday, 22 September 2020. *Appendix Two*
5. To discuss any matters arising from the minutes.
6. To consider the recommendations of the Open Spaces, Rights of Way and Allotments Committee held remotely on Tuesday, 6 October 2020. *Appendix Three*
7. An opportunity for members of the public to speak for up to 3-minutes on any item on the agenda – 24-hour notice required.
8. To receive reports from Members.
9. To receive a presentation from Leigh Smith on Community Infrastructure Levy.
10. To consider amount to invest in the newly opened CCLA Investment Management Limited account. *Appendix Four*
11. To consider the administration details of staff e-payment cards.
Appendix Five



12. To receive community crime reports from the Police Community Support Officer (PCSO).
13. To review council income and expenditure for September 2020.
Appendix Six
14. To note maintenance tasks undertaken in September 2020.
Appendix Seven
15. To consider any important items of correspondence received since the last meeting. *Appendix Eight*
16. To consider the following planning applications, submitted since the last meeting.

20/0991/10, 22/09/2020, Single storey rear extension. 33 William Street, Brynna, CF72 9QJ

20/1070/10, 5/10/2020, Single Storey extension, increase in height of rear boundary fence. 155 Parc Bryn Derwen, Llanharan, CF72 9TX

All Rhondda Cynon Taff planning applications can be viewed at:
<https://planningonline.rctcbc.gov.uk/online-applications/>

17. To consider any items which the Chair considers should be discussed as a matter of urgency, or to be included on the agenda for the next meeting.
18. To consider excluding the press and public from agenda items 19 & 20 with regards to the Data Protection Act 2018.
19. To report on maintenance and service of council clocks.
20. To consider legal advice received regarding the Meadow Rise encroachments.

Members of the public and the press may attend and can obtain any documents referenced on the agenda from the Clerk prior to the meeting. To request documents and or joining instructions contact clerk@llanharan-cc.gov.wales or 01443 231430 Monday to Friday 9.30am to 1.30pm

Catherine Kennedy
Clerk to the Council/Responsible Financial Officer
9 October 2020



LLANHARAN COMMUNITY COUNCIL

Minutes of the Council meeting held by remote attendance, 7.00pm on Thursday, 17th September 2020.

The meeting was held in accordance with:

The Local Authorities (Coronavirus) (Meetings) (Wales) Regulations 2020 - enabling meetings of local authorities held before 1 May 2021 to be held by means of remote attendance.

Present: Councillors Chris Parker (Chair), Roger Turner, Barry Stephens, Janine Turner, Rhys Jenkins, Parmindra Pannu, Helen Donnan, Will Thomas

Acting Clerk Catherine Kennedy

Plus one member of the public.

The Chair asked all attendees to observe one-minute silence in honour of former Councillor Jacqui Thomas who recently passed away.

Apologies: Councillors Robert Lewis-Watkin, Daniel Morelli and Geraint Hopkins.

Disclosures of personal and prejudicial interests:

There were no declarations of interest.

2020/37 Minutes

Resolved

(a) The minutes for the meeting of the Council held by remote attendance, 7.00pm on Thursday 16th July 2020 were approved as an accurate record.

(b) The minutes of the Extraordinary meeting of the Council held by remote attendance, 7.00pm on Thursday, 6th August 2020, recommending the HR Committee take responsibility of shortlisting and interviewing for the position of Clerk/Responsible Financial Officer were approved as a true and accurate record.

(c) The recommendations from the minutes of the Community Engagement Group held on the 21st July 2020 were approved. Following a brief discussion regarding the issue of Japanese Knotweed in the Community, it was agreed that Councillor Roger Turner would contact the RCT Countryside Manager requesting he contact the Clerk with advice regarding the rules and regulations of dealing with Japanese Knotweed.

2020/38 To consider excluding the press and public from the next item on the agenda.

Resolved

The Chair was content that there was no requirement to exclude the press and public from the next item of business relating to a personnel matter.



2020/39 Human Resource Committee

Resolved

The recommendations of the Human Resources Committee meetings held by remote attendance, 7.00pm on Wednesday 29th July and 16th September 2020 respectively, were approved as a true and accurate record of proceedings.

2020/40 Matters arising from the minutes

A member of the public reported that bus services 64 & 65 have been re-instated and published on the Council website and Facebook.

2020/41 Public Questions

There were no questions from members of the public.

2020/42 Members Reports

Councillor Roger Turner reported that changing rooms were being installed at Brynna recreation fields and would be used by female players. He went on to say that the Mountain Hare Neighbourhood Watch CCTV had recorded an incident that resulted in a person being charged for dangerous driving. Finally, he reported that discussions were taking place with the owners of Dragon Studios, Bryncae, regarding the issue of a footpath adjacent to the studios being blocked.

Action

Councillor Chris Parker requested that the Open Spaces Committee be updated regularly on developments related to the above matter.

Councillor Barry Stephens reported that the new pavement at Woodview, Brynna had been successfully completed along with additional landscaping work carried out by the Council maintenance team.

Councillor Will Thomas reported that residents of Jubilee Street were experiencing issues of dog mess and disturbance in the area. Councillor Geraint Hopkins has reported the complaints to RCT Environmental department. He went on to report a problem of Japanese Knotweed at Llanharan Cemetery.

Action

Councillor Roger Turner will report the issue of Japanese Knotweed to the Church Council.

Councillor Helen Donnan requested that the Community Council assist with a DMMO she submitted some years ago for a bridleway over the railway track.

Councillor Roger Turner reported that work on a bridleway between St Peters Church and Tan y Bryn, formerly agreed by council is imminent.



A discussion took place regarding the issue of unauthorised bike tracks in Brynna Woods during lockdown, these have now been dismantled and the nature reserve is monitored by volunteers.

A request was made for council to consult with RCT Highways to see if match funding could be agreed with regards to the proposed improvements of Dan y Graig Road.

Action

Councillors Roger Turner and Helen Donnan will consult with RCT Highways.

2020/43 Police Report

No police report was received from the local PCSO.

2020/44 Correspondence

(a) A letter requesting the Council consider funding the Brynna Doggy Bag project was discussed in unison with a request from Councillor Janine Turner to fund a similar project in Llanharan.

Resolved

It was agreed to invite the Brynna Doggy Bag Project to apply for a grant, which would be considered as a stand-alone donation.

(b) It was reported that an email from the RCT Countryside Manager had been received regarding the Bryncae to Brynna footpath. He stated in the email that he would request a virtual meeting with Persimmon and Network Rail and an update on discussions to date.

2020/45 Payment Report

The payment reports for July and August 2020 were noted.

2020/46 Covid-19 Grant Application

Resolved

To provide a Covid-19 support grant to Bryncae Community Centre for £1,104.

2020/47 PSM 42 (Entrance to Brynna Woods)

Councillor Chris Parker reported that the issue of the dangerous steps on PSM42 adjacent to Brynna Primary School, leading to Brynna Woods is the responsibility of the Wildlife Trust and repairs will be carried out accordingly. He asked if council would consider tarmacking the footpath from the community garden to the entrance to the woods as this is currently a trip hazard.

Action

Quotes will be obtained for the tarmacking of the footpath and presented to council.

**2020/48 Maintenance Report**

The maintenance report for tasks undertaken in July and August was noted.

2020/49 Planning Applications

Planning applications were noted by members.

2020/50 Consider asking members of the public to leave in accordance with the Data Protection Act.***Resolved***

In accordance with the Data Protection Act 2018, the one attending member of the public was respectfully asked to leave the meeting for the next item of business.

2020/51 Meadow Rise Encroachments

Correspondence received from householders encroaching onto the Council owned Meadow Rise Open Space was reported.

Resolved

The Acting Clerk to inform the Land Registry of the encroachments, send follow up letters (by recorded delivery) to all householders and contact the Council's solicitor to discuss next steps.

2020/52 Urgent Matters

The Chair of the Council asked members to consider a quote for the construction of a counter in the Council office. It was discussed that Covid-19 and guidelines regarding social distancing deemed it necessary to protect office-based employees of the Council with a counter and perspex screen. He went on to say that despite efforts by the Acting Clerk, himself, and the Vice Chair, only one quote had been received for £650 labour and an estimated cost of £350 materials.

Resolved

To accept the above quote and arrange for the construction of a counter in the Council office asap.

The meeting concluded at 8.50pm.

Councillor Chris Parker
Chair of Llanharan Community Council



LLANHARAN COMMUNITY COUNCIL

Minutes of the Extraordinary meeting of the Council held by remote attendance, 7.00pm on Thursday 22nd September 2020. The meeting was held in accordance with 'The Local Authorities (Coronavirus) (Meetings) (Wales) Regulations 2020 - enabling meetings of local authorities held before 1st May 2021 to be held by means of remote attendance'.

Staffing matters are discussed in accordance with the following resolution: "By virtue of the Public Bodies (Admission to Meetings) Act 1960, the press and public are excluded from discussion of the full item on the basis that disclosure thereof would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted".

Present: Councillors; Chris Parker (Chair), Rob Lewis-Watkin, Geraint Hopkins; Janine Turner; Will Thomas; Roger Turner.

Apologies: Councillors Helen Donnan, Parmindra Pannu.

Declarations of interest - No declarations of interest were made.

2020/53 Appointment of a Clerk to the Council/Responsible Financial Officer

The Chair of the Human Resources Committee (Cllr Hopkins) reported that interviews had been held for the position of Clerk and Responsible Officer to the Council. The recommendation of the Committee was put to the Council and it was resolved unanimously that Ms Catherine Kennedy be appointed as Clerk and Responsible Financial Officer to Llanharan Community Council. Furthermore, the Chair of the Human Resources Committee reported that it was the unanimous resolution of the Committee to recommend to the Council that the other candidate interviewed for the role answered everything that would be required in the job description and person specification of the vacant position of Assistant Clerk/Project Officer. It was felt by the Committee that this person's skills and experience would complement that of the Clerk very well. It was therefore resolved unanimously by the Council to authorise the Chair of the Human Resources Committee to offer the post of Assistant Clerk/Project Officer to that candidate and - should he accept – that the Council engage him with a probation period of six months.

The business thus concluded, Ms Kennedy was then invited by the Chair of the Council to join the meeting, whereupon she received the congratulations and good wishes of all present.

Councillor Chris Parker
Chair of Llanharan Community Council

**COMMITTEE RECOMMENDATIONS FOR COUNCIL MEETING
7.00pm, Thursday 15 OCTOBER 2020**

Open Spaces, Rights of Way, Allotment Committee, 6 October 2020

7.a) Footpath to Brynna Woods

To obtain quotes for tarmacking the area from the entrance to the community garden to the entrance to Brynna Woods, due to erosion of the footpath, and if agreed for the work to be funded from Community Infrastructure Levy monies.

8.c) Pendre Allotment Garden

To inform all plot holders that they can store compost/manure on the unused plot and areas would be cordoned off for this purpose.

9.a) Blocked footpath between Enterprise Way and Bridgend Road

- i. Community Council maintenance staff to prioritise the overgrown section of the pathway for clearance.
- ii. The Clerk to contact RCT Rights of Way Officers to discuss appropriate actions going forward.
- iii. Councillors Chris Parker and Janine Turner to meet with the members of the public who raised the issue, next week for a site visit.

9.b) Footpath at Parc Bryn Derwen

To obtain quotes for tarmacking a section of the footpath making it safer and more accessible for residents.

9.c) Maintenance Machinery

To consider the purchase of a long reach hedge cutter to enable maintenance staff to carry out jobs previously contracted out, and the purchase of a grass strimmer to replace the old, faulty strimmer at a cost of approximately £900 for both items. Two quotes have been obtained and as the machinery is identical, the most inexpensive quote would be chosen.

9.d) Winter Plants

To consider a quote of £300 for the supply of daffodils and primroses to populate the community council planters.

CCLA Investment Management Limited Account Report Presented to Council on 15 October 2020

Agenda Item 10

Purpose of the Report

To consider the levels of investment in the newly opened CCLA Investment Management Limited account

Background

On the 20th February 2020, members approved the investment of Community Council CIL Monies to be invested with CCLA public sector funds (2020/93). This followed a formal presentation to members which was given by Mr Mark Davies of CCLA who kindly attended an earlier meeting and a subsequent report written by Catherine Kennedy which highlighted the salient points for members.

Note: CCLA are authorised and regulated by the Financial Conduct Authority (UK Government protection currently £85,000).

CIL Monies Received to date

CIL received 2017/18 =	£1,710.25
CIL received 2018/19 =	£1,393.89
CIL received 2019/20 =	£72,938
CIL received 2020/21 =	£72,865.14

Total CIL received to date = £148,907.28

Total CIL spent to date = £38,132.74

Balance = **£110.774.54**

Recommendations

1. That Llanharan Community Council invest £100,000 of the current CIL monies into the CCLA investment Account.
2. Recommend that upon receipt of the imminent instalment of CIL money (approximately £74,000) this also be invested into the CCLA investment account.
3. FCA rules and regulations apply to both CCLA and Barclays Bank where monies are currently lodged, and future scrutiny will include detailed monitoring to ensure even distribution of funds across both FCA authorised institutions.

Catherine Kennedy
Clerk to the Council/Responsible Financial Officer
15 October 2020



LLANHARAN COMMUNITY COUNCIL

E-payments Report

Presented to Council on 15 October 2020

Agenda Item 11

The Council agreed to adopt the Welsh Minister Payment Card Scheme operated by Barclays Bank on 14th July 2020.

It is envisaged that the four members of staff will receive payment cards following application, with the following items to be decided by the Council:

- Single transaction limit (placing a maximum figure on any one purchase).
- Monthly expenditure limit for named cardholder (an accumulated limit on multiple purchases).
- Total expenditure limit required for the organisation - the minimum expenditure limit must cover the total sums of the individual cardholders combined limits.
- Merchant category groupings indicated at application for each named cardholder (for example maintenance staff to be authorised to use groupings only in categories required for role e.g. estate and garden materials, building materials etc).
- How many weeks expenditure to be allowed to consider future needs (Value Wales recommend at least enough for 6 weeks requirements)

Recommendations

1. Clerk to the Council: Single transaction limit £1000, monthly expenditure limit £2000, Merchant category groupings 30 of the available 33 categories excluding cash, restaurants, bars and leisure activities.
2. Assistant Clerk: Single transaction limit of £250, monthly expenditure limit £1000 Merchant grouping to be arranged to include five of main categories in Value Wales application.



3. Maintenance Staff: Single transaction limit of £250, monthly expenditure limit £1000 Merchant grouping to be arranged to include five main categories including building supplies, garden supplies, cleaning supplies.

Merchant Category Groupings:

- ☐ 1) Building Services
- ☐ 2) Building materials
- ☐ 3) Estate and garden services
- ☐ 4) Utilities and non-automotive fuel
- ☐ 5) Telecommunication services
- ☐ 6) Catering and catering supplies
- ☐ 7) Cleaning services and supplies
- ☐ 8) Training and educational
- ☐ 9) Medical supplies and services
- ☐ 10) Employ - recruitment
- ☐ 11) Business clothing and footwear
- ☐ 12) Mail order/direct selling
- ☐ 13) Personal services
- ☐ 14) Freight and storage
- ☐ 15) Professional services
- ☐ 16) Financial services
- ☐ 17) Clubs/associations/orgs
- ☐ 18) Statutory bodies
- ☐ 19) Office stationery, equipment and supplies
- ☐ 20) Computer equipment and services
- ☐ 21) Print and advertising
- ☐ 22) Books and periodicals
- ☐ 23) Mail and courier services
- ☐ 24) Miscellaneous industrial/commercial supplies
- ☐ 25) Vehicles, servicing and spares
- ☐ 26) Automotive fuel
- ☐ 27) Travel - air/rail/road



- ☐ 28) Auto rental
- ☐ 29) Hotels and accomodation
- ☐ 30) Restaurants and bars
- ☐ 31) General retail and wholesale
- ☐ 32) Leisure activities
- ☐ 33) Miscellaneous
- ☐ 34) Cash (ATM/Branch), money orders, foreign currency, travellers cheques. Blocked unless specifically requested.

Catherine Kennedy
Clerk to the Council/Responsible Financial Officer
15 October 2020

Current Bank A/c

Payments

Nominal Ledger Analysis

<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
28/08/2020	JFH Horticultural	BACS	154.80		25.80	4300	135	129.00	Purchase new Telescopic Lance
28/08/2020	MT Tarmac	BACS	5,400.00		900.00	4135		4,500.00	Pavement Woodview to the Green
28/08/2020	RCT	BACS	2,247.00			4250	110	2,247.00	Non Domestic Rates
31/08/2020	K Lee Wah	BACS	60.00			4300	110	60.00	Storage
31/08/2020	Paul Beach	BACS	100.80			4050	110	100.80	Mileage
01/09/2020	Salaries	BACS	4,679.76			4000	110	4,679.76	Staff Salaries
02/09/2020	RCT	BACS	831.68			4040	110	831.68	August Pensions
02/09/2020	RCT	BACS	2,361.71			4030	110	2,361.71	PAYE MTH 2&3
02/09/2020	K Lee- Wah	BACS	60.00			4300	140	60.00	Storage
07/09/2020	Barclays	STD ORD	6.35			4100	110	6.35	Charges
08/09/2020	Tesco Mobile	BACS	15.00			4170	110	15.00	Maintenance Mobile Phones
09/09/2020	Amberol Ltd	BACS	315.12		52.52	4410	130	262.60	HangingBasketBrackets
09/09/2020	THE FESTIVE LIGHTING CO LTD	BACS	5,511.76		918.63	4520	160	4,593.13	2020HireAgr12Aug2019
14/09/2020	Screwfix	BACS	24.99			4300	135	24.99	Safety Boots MP
15/09/2020	Castleton Turf	BACS	108.00		18.00	4300	130	90.00	30 rolls Turf Woodview
16/09/2020	Castleton Turf	BACS	72.00		12.00	4300	130	60.00	17 Rolls Of Turf Woodview
16/09/2020	Came & Co	BACS	347.93			4140	115	347.93	Came & Co
17/09/2020	Country Timbers	BACS	152.87		25.48	4300	130	127.39	Wood for Woodview
17/09/2020	Frank Sutton	BACS	158.27		26.38	4300	140	131.89	Wiring fault on tractor
17/09/2020	C Kennedy	BACS	598.46			4300	140	598.46	Tractor Fuel
17/09/2020	C Kennedy	BACS	86.77			4070	110	86.77	Office Expenses
22/09/2020	SSE	BACS	27.72		1.32	4210	110	26.40	Office Electric
22/09/2020	British Telecom	DD	532.62			4170	110	532.62	Telephone & Broadband
25/09/2020	Laser Fire and Security Ltd	BACS	340.00		56.67	4230	110	283.33	Mountain Hare CCTV
30/09/2020	Monthly Salaries	BACS	4,117.10			4000	110	4,117.10	July Salaries
30/09/2020	Monthly Salaries	BACS	-4,117.10			4000	110	-4,117.10	July Salaries
Total Payments			146,690.38	0.00	5,554.87			141,135.51	
Balance Carried Fwd			315,983.27						
Cashbook Totals			462,673.65	0.00	5,554.87			457,118.78	

Bank Reconciliation Statement as at 30/09/2020
for Cashbook 1 - Current Bank A/c

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Current A/c	30/09/2020		500.00
Premium A/c	30/09/2020		315,483.27
			<u>315,983.27</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			315,983.27
<u>Receipts not Banked/Cleared (Plus)</u>			
		0.00	
			<u>0.00</u>
			315,983.27
		Balance per Cash Book is :-	315,983.27
		Difference is :-	0.00



Dear Customer

Llanharan Post Office®
Previously Located at: 1A The Square,
Llanharan, Pontyclun, CF72 9NR

Service Re-opening

We are delighted to let you know that we have restored the Post Office service to the community in Llanharan on Thursday 24 September 2020.

Due to operational reasons, the above branch closed temporarily in February 2020. Please accept our apologies for any inconvenience caused by this closure.

We are pleased to be able to reinstate a temporary Post Office service, whilst we continue to seek a permanent solution.

The new Post Office service is operating from within the Llanharan Service Station, at Bridgend Road, Llanharan, Pontyclun CF72 9NR.

Full details of the new temporary service are provided at the end of this letter and posters will now be displayed at Llanharan Service Station and locally, so customers are aware of the change.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

Thank you for your support in restoring a Post Office service.

Yours faithfully

Gareth Shylon

Gareth Shylon
Change Manager

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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.

New Temporary Post Office Service Details:

Llanharan Post Office

Llanharan Service Station
Bridgend Road
Llanharan
Pontyclun
CF72 9NR

Services

A wide range of Post Office products and services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

Access at the Llanharan Service Station is level with a wide door.

Internally there is a hearing loop and space for a wheelchair.

Post Office Opening times

Monday	05:00 – 21:00
Tuesday	05:00 – 21:00
Wednesday	05:00 – 21:00
Thursday	05:00 – 21:00
Friday	05:00 – 21:00
Saturday	06:00 – 21:00
Sunday	08:00 – 20:00

Transport/Parking

Parking is available on the forecourt outside the Llanharan Service Station.

Distance

This Post Office service is located approximately 350 metres away from the previous branch, along level 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
comments@postoffice.co.uk
FREEPOST Your Comments
Call: 03452 66 01 15
Textphone: 03457 22 33 55

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.



Dear Customer

Llanharan Post Office®
1A The Square, Llanharan, Pontyclun, CF72 9NR

Branch Temporary Closure

We are writing to advise you that, for operational reasons, the above branch closed temporarily on Friday 14 February 2020. Please accept my apologies for the late notification on this occasion.

We are working to restore Post Office services at Llanharan and I would like to apologise for any inconvenience this temporary closure may cause locally. In the interim, we hope that our customers will continue to use Post Office services and full details of alternative Post Office branches in the area are shown at the end of this letter.

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

If you are a local representative we will ensure that you are kept advised of developments in due course.

We would like to thank you for your patience at this time.

Yours faithfully

Gareth Shylon

Gareth Shylon
Change Manager

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille call 03457 22 33 44 or Textphone 03457 22 33 55.

Alternative branches:

Bryncae Post Office

Bridgend Road
Bryncae
Llanharan
Pontyclun
CF72 9RP

Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Services

The same range of services will continue to be available, however excluding Car tax and Dollars.

Access and facilities

This branch has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.

Transport/parking

Parking is available on the forecourt outside the branch. There is a frequent bus service available between Llanharan branch and this Post Office service. The nearest bus stop is outside the branch.

Route

This Post Office service is located approximately 0.8 miles away from Llanharan branch, along varied terrain.

Brynna Post Office

2 Southall Street
Brynna
Pontyclun
CF72 9QH

Opening times

Monday	06:00 – 22:00
Tuesday	06:00 – 22:00
Wednesday	06:00 – 22:00
Thursday	06:00 – 22:00
Friday	06:00 – 22:00
Saturday	06:00 – 22:00
Sunday	07:00 – 22:00

Services

The same range of services will continue to be available, however excluding Car tax and Dollars.

Access and facilities

This branch has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.

Transport/parking

Roadside parking is available nearby. There is a frequent bus service available between Llanharan branch and this Post Office service. The nearest bus stop is outside the branch.

Route

This Post Office service is located approximately 1.1 miles away from Llanharan 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.

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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.

How will you take my views into account before making any changes?

We want to know what you think and as we plan changes, we will ask for your views on key areas.

If we are proposing to move your branch to new premises, we will carry out a six-week local public consultation before we make a final decision on the new location. During that time, you can let us know what you think about our plans. At the end of consultation, all feedback will be carefully considered before we make a final decision on the proposed move. More information on how we communicate change is available in our "Principles of Community Engagement" available on our Consultation Hub or at: postoffice.co.uk/modernising-post-office

What factors do you consider before making the decision to proceed with any changes?

Post Office Ltd welcomes all feedback but the key factors taken into account in coming to a decision are customer access to, into and inside the proposed new or alternative branches, with particular regard to vulnerable customers. We will also consider any local community issues affected by the proposal.

People often raise common issues such as car parking, traffic and road conditions. Naturally we will consider carefully any impact the changes may have on these local issues

How do I find out about the decisions you have made?

We will keep you informed by displaying posters in the branch to support you through any changes. Details will also be published on our Consultation Hub under closed consultations. If you have taken part in a local public consultation and registered your views electronically, you will also be sent a link to our Consultation Hub when the final decision is announced. If you have written to us, we will write to you to let you know our final plans.

What do I do if I think you haven't following the Principles of Community Engagement?

If you think we haven't followed the "Principles of Community Engagement" 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.

Why are you franchising Directly Managed branches?

Franchising Directly Managed branches is a successful approach to continue to offer Post Office services in communities in a more sustainable way – partnering with a retailer to offer a Post Office combined with a shop brings the benefits of shared footfall and overheads.

Franchising forms part of the continuing modernisation of our network, to achieve commercial sustainability, and will help us to provide services that will meet customer needs and safeguard future service provision, now and for the long-term. The most effective way to secure the long term viability of Post Office services is through a carefully selected retail partner. The vast majority of our 11,500 Post Office branches, large and small, are successfully operated in this way with retail partners and we believe this is the best approach to keeping Post Offices in main shopping locations and at the heart of communities where they play in an important role in local economies.

Alongside modernising our branch network, we're continuing to develop our services to remain relevant for customers. As well as traditional post and other services, today's Post Office network provides for the collection or return of online shopping, offers a 'click and collect' service for foreign currency available from over 3,500 branches and day-to-day banking for the majority of customers of UK banks - 99 per cent of UK personal banking customers and 75 per cent of business customers can now carry out day-to-day banking at any of our branches.

How will it affect me?

In most cases the branch will continue to offer the same wide range of products and services as currently and will still be operated by friendly, trained staff, often over extended opening hours. There will be a consultation or engagement period first to seek your views on things like accessibility and opening hours.

Why is my branch closed and how can I find out what's happening?

Sometimes unplanned changes happen to the Post Office network which are outside of our control. For example the postmaster might resign or there might be a building problem such as flooding. Where this is the case we'll try to let you know as soon as possible by displaying posters locally and further information will be available on our Consultation Hub. You can also find details of other branches in the area by visiting our website at postoffice.co.uk/branch-finder

If a branch closes we will work closely with the Postmaster to resolve any issues to enable us to restore a service as quickly as possible. Where this isn't possible or if the operator can no longer run the branch we'll seek to identify a new Postmaster in the local area and will advertise the opportunity on our website runapostoffice.co.uk. If you know of any retail partners who may be interested in a vacancy, please do share the link with them. As soon as we have a suitable plan in place for the area we'll let our customers and their representatives know and will ask for feedback on our plans.

How will I know if there are changes planned for my branch?

If there are any changes planned to the branch you use, information posters will be displayed in the branch. If we're carrying out a public consultation, customer leaflets will also be available in branch, which you can take home, explaining more about the changes. You can also search by branch name, code or postcode on our Consultation Hub to find out more. This will provide an information letter with full details of the change and when it's going to happen.

Modernising the network

Under our Network Transformation programme, we have modernised more than 7,650 branches up and down the country over the last six years, with more still in the pipeline.

This has been a huge success, but it is far from the end of the story for our network.

Why are you opening more branches?

The competitive landscape in the high street is changing and we must adapt and develop our network to meet the needs of our customers, both consumers and business. We need to offer convenient access to Post Offices when and where our customers want them in a competitive market place.

We've come a long way in the last few years – modernising more than 7,650 branches across the country – offering 200,000 extra opening hours and franchising many of our directly managed Post Offices to give customers bright modern branches in a vibrant local business. But there's more we need to do to make sure we can meet changing customer needs.

Over the last few years we have been opening small branches in areas where there wasn't previously a Post Office, especially urban areas, so that we can offer customers convenient access and longer opening hours. We know that customers want convenient access for everyday transactions like post, bill payments and withdrawing cash

What is a local Post Office branch?

Like most high street retailers, we have had to develop a more flexible approach to how we provide services to our customers. In local branches, instead of a separate Post Office counter area, customers access Post Office services at a low-screened, open-plan, modern serving point that's part of the retail counter. Local branches offer a wide range of Post Office products and services, often over longer opening hours and sometimes seven days a week, so customers can access their Post Office when it's convenient.

I'm interested in running a Post Office. How do I apply?

For more information or to search for business opportunities in your area, please visit our website runapostoffice.co.uk

I want more information about mail products and services

Royal Mail is responsible for all postal matters including the collection and delivery of mail and the location of post boxes. For more information, please visit royalmail.com