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1 Ebrill 2020

Annwyl Prif Weithredwr yr Awdurdod Lleol,

Coronafeirws (COVID-19)

Fel gwasanaeth hanfodol, mae Swyddfa'r Post yn gweithio'n galed i ofalu bod ein cwsmeriaid, yn enwedig rhai agored i niwed a'r oedrannus, yn medru parhau i gyrraedd gwasanaethau tra'n diogelu eu hiechyd a'u lles, a hefyd iechyd a lles postfeistri a chydweithwyr.

Cefnogi postfeistri a chadw canghennau ar agor

Mae gan Swyddfa'r Post rôl ganolog i'w chwarae o ran helpu pobl i gyrraedd arian, budd-daliadau cymdeithasol a gwasanaethau hanfodol gan gynnwys post a thalu biliau. Rwyf yn hynod falch o'n postfeistri ac o staff ein canghennau am eu hymroddiad i wasanaethu cwsmeriaid a chadw'r rhwydwaith manwerthu mwyaf yn y DU ar agor ar gyfer busnes yn ystod y cyfnod anodd hwn. Mae'r sefyllfa parthed y pandemig coronafeirws yn newid yn gyflym ac mae'n anochel y bydd effaith andwyol ar wasanaethau. Nid yw postfeistri yn ddiogel rhag y feirws hwn ac mae'n ddyletswydd arnom i'w diogelu.

Canllawiau diweddaraf a chyflenwadau

Dynodwyd Swyddfeydd Post yn wasanaeth hanfodol gan y Llywodraeth a bydd canghennau yn dal i fod ar agor tra bo hynny'n bosibl.

Rydym wedi rhoi ein canllawiau diweddaraf am olchi dwylo a hylendid i bob un o'n postfeistri er mwyn i fusnes fedru parhau. Rydym yn gweithio'n agos gyda'r Llywodraeth i sicrhau cyflenwad o hylif glanhau dwylo a menig. Fodd bynnag, mae amseroedd arwain hir ar gyfer y cynhyrchion hyn o gofio'r galw sydd amdanynt mewn ysbytai a mannau eraill. Yn y cyfamser, rydym wedi darparu arian i bob cangen er mwyn iddynt fedru prynu hylif glanhau dwylo'n lleol.

At hyn, yn ystod y dyddiau a'r wythnosau sydd o'n blaenau, byddwn hefyd yn dosbarthu a gosod sgriniau Perspex mewn canghennau ar draws y rhwydwaith. Rhoddwyd arwyddion mewnol i bob postfeistr hefyd i annog cwsmeriaid i ddilyn canllawiau'r Llywodraeth am gadw dau fetr oddi wrth ei gilydd tra yn y gangen.

Sicrhau cyflogau

Fel gweithwyr allweddol, mae postfeistri annibynnol a'u staff yn parhau i gadw eu canghennau ar agor i gynnig gwasanaethau hanfodol, yn enwedig i bobl agored i niwed a'r oedrannus, er gwaetha'r gostyngiad cyffredinol mewn gweithreddiadau a refeniw.

Mae Swyddfa'r Post yn gwarantu y bydd pob postfeistr annibynnol yn derbyn 100% o'u tâl ym mis Ebrill a 90% ym mis Mai. Bydd wyth mil o Swyddfeydd Post annibynnol yn elwa o'r trefniant hwn a gaiff ei adolygu os bydd y cyngor i'r cyhoedd i aros gartref yn parhau.

Mae gwarantu incwm fel hyn yn cefnogi Postfeistri am eu hymroddiad a'u gwaith caled o ran gofalu y gall rhai o'r bobl sydd fwyaf agored i niwed yn y wlad yn elwa o gael gwasanaethau hanfodol. Gwneir hyn pa un a fydd canghennau ar agor neu beidio, neu os byddant wedi gostwng eu horiau agor, oherwydd ein bod ni'n cydnabod bod rhai o'n canghennau wedi gorfod cau am resymau sydd y tu hwnt i'w rheolaeth, fel hunanynysu neu salwch.

Cyrraedd arian

Mae gennym rôl ganolog i'w chwarae o ran galluogi'r rhai mwyaf agored i niwed yn ein cymdeithas i gyrraedd eu harian. Trwy ein cytundeb Fframwaith Bancio gyda holl fanciau'r DU, a thrwy'r rhwydwaith o ganghennau sydd gennym ledled y wlad, rydym yn medru gwneud hyn mewn ffordd na all unrhyw sefydliad arall.

Fodd bynnag, yn ystod yr argyfwng hwn, rydym yn sylweddoli na fydd rhai cwsmeriaid yn medru gadael eu cartrefi ac mae'n bosibl na fyddant yn medru cyrraedd eu teulu a'u ffrindiau. Rydym yn gweithio gyda nifer o fanciau'r stryd fawr a'r Llywodraeth i ddarganfod ffordd o oresgyn hyn ac rydym yn ffyddiog y byddwn yn medru datgan bod gennym ateb yn ystod yr wythnos i ddod. Rydym yn gwybod y bydd hyn yn gymorth hanfodol i lawer o bobl sydd wedi eu hynysu ac sy'n dibynnu ar gael arian i dalu am nwyddau a gwasanaethau ac rydym yn gweithio ddydd a nos i sefydlu gwasanaethau newydd.

Cyfrif Cerdyn Swyddfa'r Post a ddarperir ar ran yr Adran Gwaith a Phensiynau (DWP)

Ar ran cwsmeriaid Cyfrif Cerdyn Swyddfa'r Post (POca), rydym yn cysylltu'n gyson â DWP am y ffordd orau o gefnogi'r cwsmeriaid hyn sydd, yn aml, ymhlith y mwyaf agored i niwed yn ein cymdeithas.

Nid effeithir ar daliadau a wneir gan adrannau'r Llywodraeth i gyfrifon POca. Ar gyfer pobl na fedrant fynd i Swyddfa Bost i godi arian rydym wedi sefydlu prosesau sy'n caniatáu i rywun yr ymddiriedir ynddo/i gael ei ychwanegu at gyfrif deiliad y cerdyn a fydd yn eu galluogi i godi arian o'u cownter Swyddfa Bost lleol neu beiriant arian Swyddfa'r Post ar eu rhan. Rydym yn gweithio'n galed i wella'r broses hon fel bod cwsmeriaid yn medru sefydlu hyn heb fod eisiau iddynt fentro allan i ymweld â Swyddfa Bost. Bydd gwybodaeth bellach am hyn ar gael mor fuan â'r wythnos nesaf.

Yn achos pobl sydd wedi eu hynysu a heb help gerllaw gan y teulu neu ffrindiau, rydym yn parhau i weithio gyda DWP i edrych ar ffyrdd eraill y medrwn sicrhau y medrant gyrraedd eu cyfrifon. Gobeithiwn y bydd gennym newydd cyn hir. Yn y cyfamser, os bydd unrhyw un o'ch etholwyr yn ei chael hi'n anodd cyrraedd eu harian oherwydd eu bod wedi eu hynysu, dylent ffonio llinell gymorth POca ar 0345 722 3344 neu gysylltu â hyb cymunedol eu hawdurdod lleol am gymorth.

Torri ar wasanaethau

Bydd rhai Swyddfeydd Post yn gorfod cau yn ystod y pandemig pan fydd postfeistri yn hunanynysu neu'n mynd yn sâl eu hunain.

Pan ddigwydd hyn, dylid dangos posteri i egluro ble mae'r gangen agosaf sydd ar gael, a bydd yr oriau agor i'w cael drwy Branch Finder ar wefan ac ap Swyddfa'r Post. Caiff y wybodaeth ei diweddarau deirgwaith y dydd gan dîm penodol i roi'r wybodaeth ddiweddaraf i gwsmeriaid.

Hoffwn eich sicrhau ein bod ni'n gwneud popeth a fedrwn i ofalu bod gan bostfeistri'r gefnogaeth sydd ei hangen arnynt ac mae ein timau maes a'n rheolwyr ardal ar gael i'w cefnogi. Bydd yr wythnosau nesaf yn heriol ond rwyf yn sicr y byddwn - gyda'ch cymorth parhaus chi - yn medru cadw'r rhan fwyaf o'r rhwydwaith ar agor ar gyfer busnes ac i wasanaethu cymunedau yn eich etholaeth a ledled y DU.

Os bydd gennych unrhyw bryderon neu gwestiynau, mae croeso i chi gysylltu â'ch Rheolwr Materion Allanol Rhanbarthol, a fydd ar gael i drafod unrhyw faterion yn eich etholaeth.

Yn gywir,

A handwritten signature in black ink, appearing to read 'Nick Read', with a long horizontal stroke underneath.

Nick Read
Prif Weithredwr y Grŵp, Swyddfa'r Post

1 April 2020

Dear Local Authority CEO,

Coronavirus (COVID-19)

As an essential service, Post Office is working hard to ensure that customers, especially the vulnerable and the elderly, can continue to access vital services while protecting their health and wellbeing along with that of postmasters and colleagues.

Supporting postmasters and keeping branches open

Post Office has a critical role to play in helping people access cash, social benefits and essential services including mails and bill payments. I'm incredibly proud of our postmasters and branch staff for their dedication to serving customers and keeping the largest retail network in the UK open for business during this difficult time. The situation around the coronavirus pandemic is changing rapidly and undoubtedly there will be some disruption to services. Postmasters are not immune to this virus, and we have a duty to help protect them.

Updated guidance and supplies

Post Offices have been designated an essential service by Government, and branches will remain open wherever possible.

We have provided each of our postmasters with updated guidance on hand washing and hygiene to enable business to continue. We are working closely with Government to secure a supply of hand sanitizer and gloves. However, there are long lead times for these products, given the demand for them in hospitals and elsewhere. In the meantime, we have provided each branch with funds to access local supplies of sanitizer.

Additionally, in the coming days and weeks, we will also be distributing and installing Perspex screens in branches across the network. Each postmaster has also been provided with in-store signage to encourage customers to follow Government guidance on staying two metres apart whilst in branch.

Guaranteeing remuneration

As key workers, independent postmasters and their staff are continuing to keep their branches open to provide vital services, particularly to elderly and vulnerable people, despite an overall reduction in transactions and revenue.

Post Office is guaranteeing that all independent Postmasters will receive 100% of their remuneration in April and 90% in May. Eight thousand independent Post Offices will benefit from this guarantee, which will be kept under review if public health advice to stay at home continues. This remuneration guarantee backs Postmasters for their dedication and hard work in making sure that some of the country's most vulnerable people can benefit from essential services. This is irrespective of whether branches are open or not, or have reduced their hours, because we recognise that some

branches have had to close through circumstances outside of their control such as self-isolation or sickness.

Access to cash

We have a critical role to play in providing access to cash to some of the most vulnerable in society. Through our Banking Framework agreement with all of the UK's banks, and the network of branches we have across the country, we are able to do this like no other organisation.

However, we are conscious that during this crisis, some customers will be unable to leave the house or accommodation, and might not have ready access to family or friends. We are working with several high street banks and Government on a way to overcome this, and we are hopeful that we will have a solution to announce in the coming week. We know that this will be a lifeline for many people who are isolated and rely on cash to pay for goods and services and we are working around the clock to put new services in place.

Post Office Card Account, provided on behalf of DWP

For Post Office Card Account (POCa) customers, we are in constant communication with DWP about how we can best support these customers, often the most vulnerable in society.

Payments by government departments into POCa accounts are unaffected. For those who cannot visit a Post Office to make a withdrawal we have established processes in place to allow a trusted person to be added to a card holders account, which will allow them to withdraw cash out from their local Post Office counter or Post Office ATM on their behalf. We are working hard to improve this process to allow this to be set up by customers without the need for them to venture outside to visit a post office. Further information on this will be available as soon as next week.

For those who are isolated and without nearby help from family and/or friends, we are continuing to work with DWP to look at other ways in which we can ensure that can access their accounts nonetheless. We hope to have some news soon. In the meantime, if one of your constituents is having trouble accessing their money due to being isolated, they should call the POCa helpline on 0345 722 3344 or contact their local authority community hub for assistance.

Disruption to services

Some Post Offices will be forced to close during the outbreak when postmasters go into isolation or become unwell themselves.

Where this is the case, posters should be displayed to explain where the next available branch is, and opening hours will be available through Branch Finder on the Post Office website and App. This is being updated three times a day by a dedicated team to provide customers with the most up to date information.

I want to assure you that we are doing everything we can to ensure that postmasters have the support they need and our field teams and area managers are on hand to support them. The weeks ahead will be challenging but I am sure that, with your continued support, we will be able to keep the majority of the network open for business and serving communities in your constituency and right across the UK.

Should you have any concerns or questions, please do not hesitate to get in touch with your Regional External Affairs Manager, who will be on hand to discuss any issues in your constituency.

Yours sincerely,

A handwritten signature in black ink that reads "Nick Read". The signature is written in a cursive style with a long horizontal stroke at the end.

Nick Read
Group Chief Executive, Post Office