



Dear Customer,

Local public consultation - Have your say

**Bangor Post Office
143 Main Street, Bangor, BT20 4AQ**

I am writing to confirm that, after careful consideration of the feedback received and all other relevant factors, we have decided to proceed with our plans to enhance Post Office services at surrounding branches and permanently close Bangor Directly Managed branch.

We believe with the nearby branch upgrades there will be the appropriate level of Post Office services to meet the needs of customers in the local area who currently use the Bangor branch. However, Post Office Ltd. recognises that some, particularly our more vulnerable customers who rely on a Post Office services in this vicinity may find it more challenging to travel to the alternative branches. In response to customer feedback during local consultation, we will advertise the opportunity to operate a Local model branch in the immediate vicinity of the closing branch.

I would like to thank everyone who took the time to send their comments to us. 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 key issues raised in the consultation and our response to each of them is enclosed, along with an information sheet providing further details about alternative branches in the area.

The branch will close on 12 November 2025 at 15:00 and we will provide information on the closure in branch to help notify customers and inform them of nearby branches.

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

Yours faithfully

Martin Edwards

**Martin Edwards
Network Strategy & Delivery Director
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Appendix A

Response to Local Public Consultation

Consultation started 13 August 2025

Consultation ended 24 September 2025

Consultation responses

- 109 responses from customers and local representatives

Key issues raised

- Getting to the alternative branches and access inside
- Parking/Traffic Congestion
- Services

Response to issues raised

Getting to the alternative branches and access inside

With any closure it's inevitable that whilst some customers will have an easier journey to the alternative locations, regrettably others will have further to travel. For customers using their own transport, we are satisfied that there are parking facilities at each of the alternative branches and there is public transport available to the alternative branches.

Access both into and within the alternative branches will meet Post Office Ltd.'s own accessibility standards and all applicable legislation, there is level access at the entrance of the alternative branches. We've worked closely with postmasters at the surrounding branches to plan their interior store layouts, to optimise space within their stores so that access into and inside the branches is kept clear and free of obstacles. Additionally, we will continue to work with the postmasters to make sure that they are ready to meet the additional footfall and maintain the high quality of service our customers are used to. We will monitor customer usage at the alternative branches to ensure local needs are met.

Additionally, there are marked parking bays and pedestrian walkway from the pavement area to the store entrance at Ballyholme Road Post Office and both Belfast Road Abbeyhill petrol forecourts have one way system for cars and marked parking bays including one disabled and appropriate signage asking drivers to take care as pedestrians maybe crossing the forecourt.

Parking/traffic congestion

Parking and peak time traffic congestion are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that there are parking facilities at each of the alternative branches with disabled parking at Belfast Road Post Office, Abbeyhill Post Office, Ballyholme Post Office and Rathmore Road Post Office.

Services

To accommodate the closure of this branch as referenced in our consultation proposal, we will be upgrading the services at the following alternative branches. Belfast Road Post Office will be upgraded from a Local to a Mains model, Ballyholme Drop & Collect branch will be upgraded to a Local model thereby adding banking and full mails services and Abbeyhill Post Office will now offer passport check and send service.

Alternative branches

The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Belfast Road Post Office		Services available
Spar 139 Belfast Road Bangor BT20 3PP		A core range of products and services will be available, please see service list for further details.
Opening times		Access
Mon – Sun 08:00 – 20:00		Access is level at the entrance to the premises with wide automatic doors. A hearing loop will be available.
Getting there		
Approximately 0.7 miles from Bangor Post Office branch, along varied terrain. Parking is available at the branch with a dedicated disabled parking bay. There is a direct bus service available between Bangor branch and this Post Office service.		

Abbeyhill Post Office		Services available
Spar 71-79 Newtonards Road Bangor BT20 4DW		A core range of products and services will be available, please see service list for further details.
Opening times		Access
Mon – Sun 08:00 – 20:00		Access is level at the entrance to the premises with wide automatic doors. Low level serving counter, a low-level writing desk, low level pin pad and hearing loops will be available.
Getting there		
Approximately 0.7 miles from Bangor Post Office branch, along varied terrain. Parking is available at the branch with a dedicated disabled parking bay. There is a direct bus service available between Bangor branch and this Post Office service.		

Alternative branches (continued)

Ballyholme Road Drop & Collect Post Office		<u>Services available</u>		
Spar 2 Ballyholme Road Bangor BT20 5JJ		A core range of products and services will be available, please see service list for further details.		
Opening times		Access		
<table><tr><td>Mon – Sun</td><td>06:00 – 23:59</td></tr></table>		Mon – Sun	06:00 – 23:59	Access is level at the entrance to the premises with a wide automatic door. A low-level pin pad and hearing loop will be available.
Mon – Sun	06:00 – 23:59			
Getting there				

Approximately 0.6 miles from Bangor Post Office branch, along varied terrain. Limited parking is available on the forecourt at the branch and restricted roadside parking is available nearby. There is a direct bus service available between Bangor branch and this Post Office service.

Ballyholme Post Office		Services available				
99 Groomsport Road Bangor BT20 5NG		A core range of products and services will be available, please see service list for further details.				
Opening times		Access				
<table><tr><td>Mon – Sat</td><td>05:30 – 20:00</td></tr><tr><td>Sun</td><td>07:00 – 17:00</td></tr></table>		Mon – Sat	05:30 – 20:00	Sun	07:00 – 17:00	Access is level at the entrance to the premises with wide automatic doors. Low level serving counter, a low-level writing desk, low level pin pad and hearing loops will be available.
Mon – Sat	05:30 – 20:00					
Sun	07:00 – 17:00					
Getting there						

Approximately 1.2 miles from Bangor Post Office branch, along varied terrain. Time restricted roadside parking and dedicated disabled parking is available nearby. There is a direct bus service available between Bangor branch and this Post Office service.

Rathmore Road Post Office		Services available		
Spar 10 Rathmore Road Bangor BT19 1DL		A core range of products and services will be available, please see service list for further details.		
Opening times		Access		
<table><tr><td>Mon – Sun</td><td>08:00 – 20:00</td></tr></table>		Mon – Sun	08:00 – 20:00	Access is level at the entrance to the premises with wide automatic doors. Low level serving counter, a low-level writing desk, low level pin pad and hearing loops will be available.
Mon – Sun	08:00 – 20:00			
Getting there				

Approximately 1.5 miles from Bangor Post Office branch, along varied terrain. A customer carpark is available at the branch with dedicated disabled parking. There is a direct bus service available between Bangor branch and this Post Office service.

Service Information Summary

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch operator.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches

Services Available	Current Branch	Alternative Branches Extended Services that would be Available		
		Belfast Road	Abbeyhill	Ballyholme Road Drop & Collect
Everyday Personal & Business Banking				
Cash Withdrawals	✓	✓	✓	✓
Cash Deposits	✓	✓	✓	✓
Cheque Deposits	✓	✓	✓	✓
Mails				
Drop & Go	✓	✓	✓	✓
Parcelforce Express Services	✓	✓	✓	✓
Evri - Buy in branch	✓	✓	✓	✗
Evri - Drop off and collections	✓	✓	✓	✗
Pay Bills & Top Up				
Keypad Top Up (Northern Ireland only)	✓	✓	✓	✓
Pay Bills and Top up	✓	✓	✓	✓
Passport Applications				
Paper Check & Send - New & Renewals	✓	✗	✓	✗
Irish Passports - New & Renewals	✓	✗	✓	✗
Identity Services				
Document Certification Service	✓	✓	✓	✗
Driving				
Vehicle Tax	✓	✓	✓	✓
Travel				
Foreign Currency	✓	✓	✓	Euros
Travel Insurance	✓	✓	✓	✗
Travel Money Card	✓	✓	✓	✓
Your Finances				
Western Union	✓	✗	✓	✗
Savings application forms	✓	✓	✓	✓
Savings Account ID Verification (free)	✓	✓	✓	✓

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.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub – postofficeviews.co.uk

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

- Permanent closure of a Post Office branch⁵
- 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-week⁶ 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

⁵ 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.

⁶ 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.