

Dear Customer,

## **Local public consultation - Have your say**

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

We're writing to let you know about proposed changes to service provision in your area as a result of our plans to replace Bangor Directly Managed Branch with enhanced services at three nearby branches.

### **Why are we proposing these changes?**

We believe by making changes to existing branches in the area prior to the closure of Bangor Post Office, there would be enough provision of Post Office services to meet the needs of customers in the local area who currently use the branch, without the need to retain this service. We are proposing to make the following changes. Belfast Road Post Office is located approximately 0.7 miles away from Bangor branch and services available will be upgraded from a Local to a Mains model; Ballyholme Drop & Collect branch is located approximately 0.6 miles away from Bangor branch and services available will be upgraded to a Local model thereby adding banking and full mails services; Abbeyhill Post Office is located approximately 0.7 miles away from Bangor branch and the passport check and send service will transfer to this branch. Additionally, there are a further three branches, Ballyholme, Rathmore Road and Ashbury Avenue Post Offices within 2.1 miles of Bangor Post Office.

Post Office Limited recently announced it is moving to a fully franchised network, as part of our wider commitment to deliver a "New Deal for Postmasters". Over 99% of the Post Office network is already successfully operated on a franchise basis by carefully selected retail partners. We are confident this would create a long-term, sustainable future for post offices in communities across the UK including Bangor.

### **We'd like your help**

We're now starting a period of local public consultation on access to Post Office services at nearby alternative branches. The information sheet in this leaflet provides more details about the alternative branches and the enhanced range of services that would be available. Your feedback is important to us as it will help to inform our decision.

### **What exactly are we consulting on?**

We'd welcome your comments on the following areas:

- **How easy is it to get to the alternative branches?**
- **Are the alternative branches easy for you to get into and are they easily accessible inside?**
- **If there are any local community issues you think we should know about that might be affected by the change?**

Please note the closure of the branch is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect the change.

Local Public Consultation starts	<b>Wednesday 13 August 2025</b>
Local Public Consultation ends	<b>Wednesday 24 September 2025</b>
Month of closure	<b>November 2025</b>

You can share your views on the proposed change through our easy and convenient online questionnaire via our **Consultation Hub**: [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **003704**

### **How to share your views:**

**Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address.

Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**Want to tell us what you think right here and now?**  
**Scan here.**

If you don't have a QR code scanner on your phone, you can find one in your app store.



## Good to know

- Post Office's "New Deal for Postmasters" will increase total annual postmaster remuneration by £250 million by 2030. To find out more, visit our [Post Office Corporate website](https://corporate.postoffice.co.uk), (corporate.postoffice.co.uk – search postmaster new deal).
- Our Mains model Post Office has a dedicated space with separate counters and staff, usually found in larger towns or city centres, and provides a wide range of services and complex transactions. Our Local model Post Office offers services from the retail counter providing a range of less complex, more efficient to deliver local services. Our Drop and Collect branches are a lighter format developed to take advantage of the opportunities a vibrant, and increasingly competitive, parcels market offers.
- The alternative branches offer a range of Post Office products and services and, with the overall extended opening hours, provide continued good access to our services. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counters of these branches.
- As with any proposed branch closure we understand that customers are often concerned about the impact of such changes on staff. Please be assured that our staff will be fully supported throughout this process.
- Any information we receive will be carefully considered as we finalise our plans.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch. At the end of the consultation and feedback review period, posters will be displayed in branch confirming our decision on this proposal and our response to the main issues raised will be available on our Consultation Hub.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland – the independent statutory consumer advocacy bodies. An extract relating to consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand the changes we are proposing to Bangor Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Yours faithfully

*Martin Edwards*

Martin Edwards  
Transformation Delivery Director  
Post Office Limited

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

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](http://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 would be available, please see service list for further details.
Opening times		Access
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.

### 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.				
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		<u>Services available</u>		
Spar 10 Rathmore Road Bangor BT19 1DL		A core range of products and services will be available.		
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	✓	✓	✓	Subject to carrier agreement
Evri - Drop off and collections	✓	✓	✓	Subject to carrier agreement
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	✓	Subject to agreement	✓	Subject to agreement
Savings application forms	✓	✓	✓	✓
Savings Account ID Verification (free)	✓	✓	✓	✓

## **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](https://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 branch<sup>5</sup>
- 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-week<sup>6</sup> 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](https://postofficeviews.co.uk)

[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>5</sup> 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.

<sup>6</sup> 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.