

Dear Customer

## **Engaging with our customers - Share your views**

### **Changes to Hosted Outreaches at Neston, Thornton Hough and Willaston Affecting Flint Mobile Service**

The postmaster operating the above hosted outreaches and also the Flint mobile has reviewed their capacity to run these services, and we are writing to let you know that we are making some changes to both outreach services. With our agreement, the postmaster has decided to relocate, Neston, Thornton Hough and Willaston Hosted Outreach services into the Flint mobile service. These changes will start from week commencing Monday 2 June 2025.

Thereafter, the outreach service run from Council Offices, Brook Street, Neston, Cheshire CH64 9XJ will move to the car park at the same location and have new operating hours on Tuesday and Fridays. Equally, the outreach service run from Village Hall, Manor Road, Thornton Hough, Wirral, CH63 1JD will also move to the car park at the same location and have new operating hours on Fridays. Lastly, the outreach service run from The Memorial Hall, The Green, Willaston, Neston, Cheshire, CH64 2XR will relocate to the nearby car park at Pollard Inn, Village Square, Willaston, CH64 2TU and will have new operating hours on Tuesday and Fridays. For exact details please refer to the Service Information Table later in this letter.

To accommodate the mobile services there will be some changes to the current opening hours to the Mobile services at Northop Hall, Greenfield, Soughton, Halkyn, New Brighton, Rhosesmor, Mancot, Mynydd Isa, Lixwm, Rhydymwyn, Nannerch, Drury, Sandycroft, Llanferres, Cilcain, Higher Kinnerton, Eryrys, Saltney Ferry, Llanarmon Yn Lal, Treuddyn, Llanbedr, Pwllglas and Llandegla. These changes will take effect the week commencing Monday 2 June 2025.

Details of changes to the Mobile Post Office services are provided in the Service Information Table at the end of this letter and posters will now be displayed locally so customers are aware of the change. If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

### **We would like to hear from you**

We are keen to proceed with the change to the community of Willaston, Neston and Thornton Hough as soon as possible, so we have decided to go ahead with our plans. Changing the service as a Mobile outreach is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the proposed days and opening hours?

We will be accepting comments until Tuesday 10 June 2025. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on the reopening of this Post Office service through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the engagement for this service either by branch name, postcode or the unique branch code **332614**

**How to share your views:****Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

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.



We will display posters locally to tell customers the good news. 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 what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the starting date, posters will be displayed locally to let customers know.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

*Carol Williams*

**Carol Williams**  
**Area Change Manager**

## Service Information Table

### Details of the new Mobile Services:

Willaston Mobile Service		Services				
Pollard Inn Village Square Willaston CH64 2TU		Offers the same services.				
Opening times		Access				
<table><tr><td>Tuesday</td><td>11:45 – 13:00</td></tr><tr><td>Friday</td><td>14:30 – 16:00</td></tr></table>		Tuesday	11:45 – 13:00	Friday	14:30 – 16:00	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Tuesday	11:45 – 13:00					
Friday	14:30 – 16:00					
Getting there						

Approximately 90 metres from Willaston Post Office Outreach service, along varied terrain.  
Parking will be available near to where the Mobile van will be parked.

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Thornton Hough Mobile Service		Services		
Village Hall Car Park Manor Road Thornton Hough CH63 1JB		Offers the same services.		
Opening times From 6 June 2025		Access		
<table><tr><td>Friday</td><td>13:15 – 14:15</td></tr></table>		Friday	13:15 – 14:15	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Friday	13:15 – 14:15			
Parking				

Parking will be available near to where the Mobile van will be parked.

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Neston Mobile Service		Services				
Council Offices Car Park Brook Street Neston CH64 9AR		Offers the same services.				
Opening times From 3 June 2025		Access				
<table><tr><td>Tuesday</td><td>09:30 – 11:30</td></tr><tr><td>Friday</td><td>09:30 – 12:30</td></tr></table>		Tuesday	09:30 – 11:30	Friday	09:30 – 12:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Tuesday	09:30 – 11:30					
Friday	09:30 – 12:30					
Parking						

Parking will be available near to where the Mobile van will be parked.

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## Details of the change to existing Mobile service opening hours:

Details of the change to existing Mobile services opening hours:			
Drury Mobile Service Outside Lesters Farm Shop, 76 Drury Lane, Buckley, Flintshire, CH7 3DX			
Current opening times		New opening times	
Monday	13:45 – 14:15	Thursday	10:30 – 11:00
Wednesday	10:45 – 11:15		

Details of the change to existing Mobile service opening hours:			
New Brighton Mobile Service New Brighton Community Centre, Moel Fammau Road, New Brighton, Mold, Flintshire, CH7 6QX			
Current opening times		New opening times	
Monday	13:00 – 13:30	Tuesday	14:00 – 14:30

Details of the change to existing Mobile services opening hours:			
Mancot Mobile Service Mancot Community Library, Mancot Lane, Mancot, Deeside, Flintshire, CH5 2AH			
Current opening times		New opening times	
Wednesday	15:30 – 16:00	Thursday	15:15 – 15:45

Details of the change to existing Mobile services opening hours:			
Saltney Ferry Mobile Service Car Park Saltney Tavern, High Street, Saltney, Chester, Cheshire, CH4 8SQ			
Current opening times		New opening times	
Wednesday	13:30 – 14:15	Thursday	13:15 – 14:00

Details of the change to existing Mobile services opening hours:			
Llanferres Mobile Service St Berres Church layby, Cae Derwen, Llanferres, Mold, Flintshire, CH7 5SX			
Current opening times		New opening times	
Tuesday	13:30 – 14:00	Wednesday	09:30 – 10:00

**Details of the change to existing Mobile services opening hours:**

**Treuddyn Mobile Service**

**Ffordd Yr Rhos Lay-by, Treuddyn, Mold, Flintshire, CH7 4NJ**

**Current opening times**

Monday	10:15 – 10:45
Thursday	13:45 – 14:30

**New opening times**

Wednesday	15:00 – 15:30
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**Details of the change to existing Mobile services opening hours:**

**Rhydymwyn Mobile Service**

**Rhydymwyn Service Station, Denbigh Road, Rhydymwyn, Mold, Flintshire, CH7 5HE**

**Current opening times**

Friday	13:15 – 14:00
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**New opening times**

Monday	13:30 – 14:45
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**Details of the change to existing Mobile services opening hours:**

**Greenfield Mobile Service**

**Holy Trinity Church, Basingwerk Avenue, Greenfield, Holywell, Flintshire, CH8 7JT**

**Current opening times**

Friday	09:30 – 10:15
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**New opening times**

Monday	09:15 – 09:45
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**Details of the change to existing Mobile service opening hours:**

**Pwllglas Mobile Service**

**Shop Pwllglas Car Park, Village Hall, Pwllglas, Ruthin, Denbighshire, LL15 2PB**

**Current opening times**

Tuesday	09:30 – 11:00
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**New opening times**

Wednesday	11:00 – 12:00
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**Details of the change to existing Mobile service opening hours:**

**Lixwm Mobile Service**

**Outside Crown Inn, The Greenways, Lixwm, Holywell, Flintshire, CH8 8NQ**

**Current opening times**

Friday	10:45 – 11:30
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**New opening times**

Monday	10:00 – 10:30
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**Details of the change to existing Mobile service opening hours:**

**Sandycroft Mobile Service**

**Outside Methodist Chapel, Evansleigh Drive, Sandycroft, Deeside, Flintshire, CH5 2PG**

**Current opening times**

Wednesday 14:30 – 15:15

**New opening times**

Thursday 14:15 – 15:00

**Details of the change to existing Mobile service opening hours:**

**Higher Kinnerton Mobile Service**

**Car park outside Kinnerton Village Hall, Bennetts Lane, Higher Kinnerton, Flintshire, CH4 9AR**

**Current opening times**

Wednesday 11:30 – 12:30

**New opening times**

Thursday 11:15 – 12:15

**Details of the change to existing Mobile service opening hours:**

**Eryrys Mobile Service**

**Outside Canolfan Dewi Sant, Village Road, Eryrys, Mold, Flintshire, CH7 4DA**

**Current opening times**

Monday 09:30 – 10:00

**New opening times**

Wednesday 15:45 – 16:15

**Details of the change to existing Mobile service opening hours:**

**Cilcain Mobile Service**

**Cilcain Village Hall Car Park, The Square, Cilcain, Mold, Flintshire, CH7 5NN**

**Current opening times**

Tuesday 14:30 – 15:45

Thursday 09:30 – 10:45

**New opening times**

Monday 11:30 – 12:45

**Details of the change to existing Mobile service opening hours:**

**Llandegla Mobile Service**

**Community Shop Car Park, Allt yr Efail, Llandegla, Wrexham, Clwyd, LL11 3AW**

**Current opening times**

Thursday 12:15 – 13:00

**New opening times**

Wednesday 13:00 – 13:45

**Details of the change to existing Mobile service opening hours:**

**Halkyn Mobile Service**  
**The Village Hall Car Park, Halkyn, Holywell, Flintshire, CH8 8BU**

**Current opening times**

Friday	15:15 – 15:45
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**New opening times**

Monday	16:00 – 16:30
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**Details of the change to existing Mobile service opening hours:**

**Soughton Mobile Service**  
**Soughton Memorial Hall Car Park, Main Road, Sychdyn, Mold, Flintshire, CH7 6ED**

**Current opening times**

Monday	14:30 – 15:15
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**New opening times**

Tuesday	16:00 – 16:30
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**Details of the change to existing Mobile service opening hours:**

**Llanarmon Yn Lal Mobile Service**  
**Raven Inn car Park, Ffordd Rhiw Lal, Llanarmon Yn Lal, Mold, Flintshire, CH7 4QE**

**Current opening times**

Tuesday	12:00 – 12:45
Thursday	11:15 – 12:00

**New opening times**

Wednesday	14:00 – 14:45
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**Details of the change to existing Mobile service opening hours:**

**Rhosesmor Mobile Service**  
**Rhosesmor Village Hall Car Park, Rhosesmor, Mold, Flintshire, CH7 6PJ**

**Current opening times**

Friday	14:15 – 15:00
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**New opening times**

Monday	15:00 – 15:45
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**Details of the change to existing Mobile service opening hours:**

**Northop Hall Mobile Service**  
**Outside The Monkey Pub, Village Road, Northop Hall, Mold, Flintshire, CH7 6HS**

**Current opening times**

Monday	15:30 – 16:00
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**New opening times**

Thursday	16:00 – 16:30
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**Details of the change to existing Mobile service opening hours:**

**Nannerch Mobile Service**

**Cross Foxes Pub, Village Road, Nannerch, Mold, Flintshire, CH7 5RD**

**Current opening times**

Friday	11:45 – 12:30
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**New opening times**

Monday	10:45 – 11:15
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**Details of the change to existing Mobile service opening hours:**

**Llanbedr Mobile Service**

**Village Hall Car Park, Llandyrnog Road, Llanbedr, Ruthin, Denbighshire, LL15 1UP**

**Current opening times**

Tuesday	11:15 – 11:45
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**New opening times**

Wednesday	10:15 – 10:45
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**Details of the change to existing Mobile service opening hours:**

**Mynydd Isa Mobile Service**

**Mynydd Isa Library and Community Centre, Car Park Mercia Drive, Mynydd Isa,  
Mold, Flintshire, CH7 6UH**

**Current opening times**

Monday	11:15 – 12:15
Wednesday	09:30 – 10:30
Thursday	14:45 – 15:45

**New opening times**

Tuesday	14:45 – 15:45
Thursday	09:15 – 10:15



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

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified<sup>2</sup> and where there is no degradation of access to Post Office services (into and inside the premises).

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 representatives<sup>3</sup>, the Consumer Advocacy Bodies and selected charities<sup>4</sup>, 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.

**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**

**Call: 03452 66 01 15**

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

**Textphone: 03457 22 33 55**

### **FREEPOST Your Comments**

<sup>2</sup> Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

<sup>3</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>4</sup> 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 3 and 4 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.