



Dear Customer

Ffrith Post Office®
Victoria Road West, Prestatyn, LL19 7YF

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Willow Stores Ltd, 287 Victoria Road, Prestatyn, LL19 7UT, where it will operate as one of our new local style Post Office branches.

We received 281 individual responses and a petition from customers and local representatives during the local public consultation period. Post Office Ltd representatives also attended a public meeting organised by Chris Ruane MP to discuss the proposed move in more detail. This provided us with the opportunity to listen to the concerns of customers and their local representatives and to explain the reason for the change. In the main, feedback commented on the availability of parking at the new location and questioned whether there would be enough space within the proposed premises to accommodate a Post Office. Other feedback welcomed the move to the new location, which was said to be closer for some customers, offering better access and longer opening times. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

As part of the consultation process, Post Office Ltd also meets with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, to review all the consultation responses and to ensure all relevant feedback is considered. All the feedback we received helped us to better understand customers' concerns and views and was taken into account in making a decision.

We fully recognise people can be wary of change and the feedback we received shows how important the Post Office is to the local community and I would like to thank everyone who took the time to let us have their views.

The move of this branch is part of our modernisation and investment plans to provide a Post Office network that is sustainable and will better meet customer needs for the future. As part of the programme, our proposal to relocate Ffrith Post Office aims to help safeguard Post Office services in the local community for the longer term and provide an improved and commercially viable service. A number of factors are taken into account when considering an appointment; including access to the new location, the size of the premises, the suitability of the host retailer and an assessment of the viability of their business. The processes we follow are established and robust and the new operator was successfully appointed following the completion of our rigorous application process.

Clearly the Post Office plays an important part in the lives of customers. We have therefore reviewed the new location to ensure that it is accessible to local residents. I appreciate that the new premises are approximately 200 metres from the existing branch and for some customers this will mean a slightly longer journey. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. However, for some customers the proposed site may be closer and more convenient to access than at present.

While I acknowledge the concerns raised about parking in the area, it is fair to say that this is a problem faced in many locations nationwide. When looking at service provision in an area we are mindful of the needs of our customers, but as I am sure you will understand, the availability of parking spaces is an issue outside the direct control of Post Office Limited. I have, however, conducted a further review. I can confirm that there is roadside parking in close proximity of the store, as well as in the surrounding area. I am therefore satisfied that parking at the new location will meet the needs of customers using the Post Office.

Access at the new store will be via wide automatic doors and a threshold strip at the entrance. Internally, the new branch will be built in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the shop and access Post Office services without difficulty.

The new local style Post Office will operate from two Post Office serving points, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions, including the facility to collect undeliverable items of mail, alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon and Sunday opening. These new hours will allow customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.




Thank you for considering our proposal.

Yours sincerely



Suzanne Richardson
Regional Network Manager

How to contact us:

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

Ffrith Post Office information sheet															
Address	Willow Stores Ltd 287 Victoria Road Prestatyn LL19 7UT														
Opening hours	<table> <tr> <td>Monday</td><td>07:00 – 21:00</td></tr> <tr> <td>Tuesday</td><td>07:00 – 21:00</td></tr> <tr> <td>Wednesday</td><td>07:00 – 21:00</td></tr> <tr> <td>Thursday</td><td>07:00 – 21:00</td></tr> <tr> <td>Friday</td><td>07:00 – 21:00</td></tr> <tr> <td>Saturday</td><td>07:00 – 21:00</td></tr> <tr> <td>Sunday</td><td>07:00 – 21:00</td></tr> </table>	Monday	07:00 – 21:00	Tuesday	07:00 – 21:00	Wednesday	07:00 – 21:00	Thursday	07:00 – 21:00	Friday	07:00 – 21:00	Saturday	07:00 – 21:00	Sunday	07:00 – 21:00
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Sunday	07:00 – 21:00														
Distance	200 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The branch will have wide automatic doors and a threshold strip at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available nearby.</p>														
Retail	Convenience store														
Date of Relocation	Date to be confirmed														

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Ffrith Post Office® services available

Our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airtsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	x
Payment by cheque	✓
Products marked x are available at Prestatyn Post Office, 26 High Street, Prestatyn, LL19 9BB	
Opening times: Mon – Sat 09:00 – 17:30	