



Dear Customer

Changes to Flint Mobile services

We have made some changes to the Mobile Post Office services that are operated by the postmaster from Flint Post Office.

We regret to inform Pentre Halkyn Mobile service, which is operating from outside the Community Centre, Martins Hill, Pentre Halkyn, Holywell, CH8 8HP, will cease from Monday 31 July 2023, due to low customer usage.

We would like to apologise for the closure and for any inconvenience this may cause. Customers requiring Post Office facilities may continue to use any Post Office service. Details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Shotton Mobile service, which is currently operating on Road Side Street, Ethelwold Church, 97 Chester Road East, Shotton, Deeside, CH5 1QB, will also cease from Monday 31 July 2023. We have replaced this Mobile service location, which will operate from a new service stop, at: Deeside Retail Park, Chester Road East, Shotton, Deeside, CH5 1JJ.

To accommodate this change there will be some changes to the current opening hours to the Mobile services at Bwlchgwyn, Treuddyn, Drury, Mynydd Isa, New Brighton, Soughton, Northop Hall, Cilcain, Llanferres, Llanbedr, Pwllglas, Llandegla, Llanarmon Yn Lal, Eryrys, Saltney Ferry, Sandycroft, Mancot, Greenfield, Lixwm, Nannerch, Rhydymwyn, Rhosesmor, and Halkyn.

These changes will also take effect from Monday 31 July 2023. We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities.

Details of changes to the Mobile Post Office services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

We would like to thank you for your patience and support at this time.

Yours faithfully

Carol Williams

Carol Williams
Network Provision Lead

How to contact us:

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

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.

Some branches may need to make changes to their opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder

Alternatives for Pentre Halkyn Mobile Post Office Service
From outside the Pentre Halkyn Community Centre,
Martins Hill, Pentre Halkyn, Holywell, CH8 8HP

Holywell Post Office

50 High Street
Holywell
CH8 7AA

Services

Offers similar services, with the addition of Passport Check & Send.

Opening times

Monday to Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Access and facilities

This branch has a wide automatic door and access is via a ramp with handrails at the entrance. Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 3 miles away from Pentre Halkyn Mobile service, along varied terrain.

Pay and display parking is available within the shopping parade.

There is a limited bus service available between Pentre Halkyn Mobile service and this Post Office branch. The nearest bus stop is approximately 300 metres away.

Bagillt Post Office

High Street
Bagillt
CH6 6ED

Services

Offers similar services, however, excluding Vehicle Tax, a comprehensive range of Travel Money, and On Demand Travel Insurance.

Opening times

Monday to Sunday	07:00 – 22:00
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Access and facilities

This branch has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 3.1 miles away from Pentre Halkyn Mobile service, along varied terrain.

Roadside parking is available nearby.

There are local buses serving in the surrounding area.

Changes to the Mobile Service at: Shotton
Taking effect from Monday 31 July 2023

Current Mobile Service at Shotton
At the Road Side Street, Ethelwold Church,
97 Chester Road East, Shotton, Deeside, CH5 1QB

Current Mobile opening hours

Thursday	09:00 – 09:30
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New Mobile Service at Shotton
Deeside Retail Park
Chester Road East
Shotton
Deeside
CH5 1JJ

New Mobile opening hours

Thursday	16:00 – 16:30
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Services

The same range of Post Office products and services will continue to be available.

Access

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Mobile service stop will be located approximately 0.3 miles away from the current Shotton Mobile service, along varied terrain.

Parking is available within the Deeside Retail Park.

There are local buses serving in the surrounding area.

Changes to the Mobile service opening hours

Details of changes to the Mobile Post Office service at: Bwlchgwyn

Bwlchgwyn Mobile Post Office Service
Outside Bwlchgwyn Community Centre, Stryt Maelor,
Bwlchgwyn, Wrexham, LL11 5YA

Current opening times

Thursday	10:45 – 11:15
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New opening times

Monday	09:30 – 10:00
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Details of changes to the Mobile Post Office service at: Treuddyn

Treuddyn Mobile Post Office Service
On the Road at Ffordd Yr Rhos Layby, Treuddyn, Mold, CH7 4NJ

Current opening times

Thursday	09:00 – 10:00
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New opening times

Monday	10:15 – 11:00
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Details of changes to the Mobile Post Office service at: Drury

Drury Mobile Post Office Service
Outside Lesters Farm Shop, 76 Drury Lane, Buckley, CH7 3DX

Current opening times

Monday	14:45 – 15:30
Wednesday	13:45 – 14:30

New opening times

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

Details of changes to the Mobile Post Office service at: Mynydd Isa

Mynydd Isa Mobile Post Office Service
Mynydd Isa Library and Community Centre, At the Car Park Mercia Drive,
Mynydd Isa, Mold, CH7 6UH

Current opening times

Monday	11:30 – 13:30
Thursday	15:00 – 16:30

New opening times

Monday	12:45 – 14:15
Thursday	09:30 – 11:00

Details of changes to the Mobile Post Office service at: New Brighton

New Brighton Mobile Post Office Service
Outside New Brighton Community Centre, Moel Fammau Road,
New Brighton, Mold, CH7 6QX

Current opening times

Monday	13:45 – 14:30
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New opening times

Monday	14:30 – 15:00
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Details of changes to the Mobile Post Office service at: Soughton

Soughton Mobile Post Office Service
At Soughton Memorial Hall Car Park, Main Road, Sychdyn, Mold, CH7 6ED

Current opening times

Monday	10:30 – 11:15
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New opening times

Monday	15:15 – 15:45
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Details of changes to the Mobile Post Office service at: Northop Hall

Northop Hall Mobile Post Office Service
Outside The Monkey Pub, Village Road, Northop Hall, Mold, CH7 6HS

Current opening times

Monday	09:00 – 09:45
Wednesday	14:45 – 15:30

New opening times

Monday	16:00 – 16:30
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Details of changes to the Mobile Post Office service at: Cilcain

Cilcain Mobile Post Office Service
At the Cilcain Village Hall Car Park, The Square, Cilcain, Mold, CH7 5NN

Current opening times

Tuesday	13:30 – 15:00
Friday	09:00 – 10:30

New opening times

Wednesday	08:45 – 09:45
Friday	12:30 – 14:00

Details of changes to the Mobile Post Office service at: Llanferres

Llanferres Mobile Post Office Service
St Berres Church Layby, Cae Derwen, Llanferres, Mold, CH7 5SX

Current opening times

Tuesday	12:15 – 13:00
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New opening times

Wednesday	10:45 – 11:15
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Details of changes to the Mobile Post Office service at: Llanbedr

Llanbedr Mobile Post Office Service
At the Village Hall Car Park, Llandyrnog Road, Llanbedr, Ruthin, LL15 1UP

Current opening times

Tuesday	11:15 – 12:00
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New opening times

Wednesday	11:30 – 12:00
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Details of changes to the Mobile Post Office service at: Pwllglas

Pwllglas Mobile Post Office Service
At the Shop Pwllglas Car Park, Village Hall, Pwllglas, Ruthin, LL15 2PB

Current opening times

Tuesday	09:00 – 10:30
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New opening times

Wednesday	12:15 – 13:45
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Details of changes to the Mobile Post Office service at: Llandegla

Llandegla Mobile Post Office Service
At the Community Shop Car Park, Allt yr Efail, Llandegla, Wrexham, LL11 3AW

Current opening times

Thursday	11:30 – 12:30
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New opening times

Wednesday	14:00 – 14:45
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Details of changes to the Mobile Post Office service at: Llanarmon Yn Lal

Llanarmon Yn Lal Mobile Post Office Service
At the Raven Inn Car Park, Ffordd Rhiw Lal,
Llanarmon Yn Lal, Mold, CH7 4QE

Current opening times

Thursday	13:00 – 14:00
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New opening times

Wednesday	15:00 – 15:45
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Details of changes to the Mobile Post Office service at: Eryrys

Eryrys Mobile Post Office Service
Outside Canolfan Dewi Sant, Village Road, Eryrys, Mold, CH7 4DA

Current opening times

Thursday	14:15 – 14:45
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New opening times

Wednesday	16:00 – 16:30
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Details of changes to the Mobile Post Office service at: Saltney Ferry

Saltney Ferry Mobile Post Office Service
At the Car Park Saltney Tavern, High Street, Saltney, Chester, CH4 8SQ

Current opening times

Wednesday	12:30 – 13:30
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New opening times

Thursday	12:15 – 13:00
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Details of changes to the Mobile Post Office service at: Sandycroft

Sandycroft Mobile Post Office Service
Outside the Methodist Chapel, Evansleigh Drive, Sandycroft, Deeside, CH5 2PG

Current opening times

Wednesday	11:15 – 12:15
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New opening times

Thursday	13:45 – 14:45
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Details of changes to the Mobile Post Office service at: Mancot

Mancot Mobile Post Office Service

Outside Mancot Community Library, Mancot Lane, Mancot, Deeside, CH5 2AH

Current opening times

Monday	15:45 – 16:30
Wednesday	10:15 – 11:00

New opening times

Thursday	15:00 – 15:45
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Details of changes to the Mobile Post Office service at: Greenfield

Greenfield Mobile Post Office Service

Outside Roadside New Shop Parade, Greenfield Road, Greenfield, Holywell, CH8 7QS

Current opening times

Friday	16:00 – 16:30
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New opening times

Friday	09:15 – 09:45
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Details of changes to the Mobile Post Office service at: Lixwm

Lixwm Mobile Post Office Service

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

Current opening times

Friday	11:50 – 12:35
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New opening times

Friday	10:15 – 10:45
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Details of changes to the Mobile Post Office service at: Nannerch

Nannerch Mobile Post Office Service

Outside The Cross Foxes Pub, Village Road, Nannerch, Mold, CH7 5RD

Current opening times

Tuesday	15:15 – 15:45
Friday	11:15 – 11:45

New opening times

Friday	11:00 – 11:45
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Details of changes to the Mobile Post Office service at: Rhydymwyn

Rhydymwyn Mobile Post Office Service
Outside Rhydymwyn Service Station, Denbigh Road, Rhydymwyn, Mold, CH7 5HE

Current opening times

Tuesday	16:00 – 16:30
Friday	12:45 – 13:30

New opening times

Friday	14:15 – 15:00
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Details of changes to the Mobile Post Office service at: Rhosesmor

Rhosesmor Mobile Post Office Service
Outside Rhosesmor Village Hall Car Park, Rhosesmor, Mold, CH7 6PJ

Current opening times

Friday	13:45 – 14:30
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New opening times

Friday	15:15 – 15:45
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Details of changes to the Mobile Post Office service at: Halkyn

Halkyn Mobile Post Office Service
At the Village Hall Car Park, Halkyn, Holywell, CH8 8BU

Current opening times

Friday	14:40 – 15:10
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New opening times

Friday	16:00 – 16:30
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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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

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 local elected representatives², the Consumer Advocacy Bodies and selected charities³, 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 watchdogs.

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

² 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.

³ 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 ² and ³ 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.