



Dear Customer

### **Changes to Flint Mobile Service**

We are delighted to let you know that we have restored Post Office services to the communities of Mancot, Saltney Ferry, Drury, Bwlchgwyn, Greenfield and Llanbedr with the introduction of a Mobile service. The establishment of a Mobile service presented the best interim solution to restore Post Office services to those communities after temporary closures of the local Post Office branches, while we continue to search for permanent solution. The Mobile service to Mancot, Saltney Ferry, Drury and Bwlchgwyn commenced on the week starting 16 November 2020. In Greenfield and Llanbedr the Mobile service commenced on the week starting 1 February 2021.

This Mobile service also started to provide a new service to the local communities of New Brighton and Llanferres.

Additionally, this Mobile service has permanently replaced the previous Outreach service in Cilcain, Nannerch, Rhosesmor, Halkyn, Pentre Halkyn, Thornton Hough, Willaston, Mynydd Isa, Sychdyn, Northop Hall, Treuddyn, Llandegla, Llanarmon Yn Lal, Eryrys from June 2020.

We've been working hard to identify a solution to restore services locally and a Mobile service, which is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises, is a tried and tested way of maintaining service to smaller communities.

This Mobile service is operated by the postmaster from Flint Post Office and is offering a wide range of Post Office products and services. Further details of all service locations are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will use this service. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about any of the Flint Mobile service locations, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Thank you for your support in restoring Post Office services.

Yours sincerely

*Carol Williams*

**Carol Williams**  
**Network Provision Lead**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](https://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.**

## Details of Mobile service replacing temporarily closed branches:

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### Mancot Mobile Service

Community Library Car Park  
Mancot Lane  
Mancot  
Deeside  
CH5 2AH

#### Opening times

Tuesday	14:30 – 15:15
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#### Services

A wide range of services are available.

#### Access and facilities

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.

#### Transport/Parking

Parking is available close to where the Mobile van will be parked.

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### Saltney Ferry Mobile Service,

Saltney Ferry Pub Car Park  
1 Mainwaring Drive  
Saltney Ferry  
CH4 0AX

#### Opening times

Tuesday	15:30 – 16:15
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#### Services

A wide range of services are available.

#### Access and facilities

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.

#### Transport/Parking

Parking is available close to where the Mobile van will be parked.

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### Drury Mobile Service

Lester Farm Shop Car Park  
76 Drury Lane  
Buckley  
CH7 3DX

#### Opening times

Wednesday	09:30 – 10:30
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#### Services

A wide range of services are available.

#### Access and facilities

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.

#### Transport/Parking

Parking is available close to where the Mobile van will be parked.

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### Bwlchgwyn Mobile Service

Community Centre Car Park  
Stryt Maelor  
Bwlchgwyn  
Wrexham  
LL11 5YA

#### Opening times

Thursday	10:30 – 11:00
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#### Services

A wide range of services are available.

#### Access and facilities

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.

#### Transport/Parking

Parking is available close to where the Mobile van will be parked.

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**Greenfield Mobile Service**

Outside the New Shop Parade  
Greenfield Road  
CH8 7QS

**Opening times**

Monday	15:45 – 16:30
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**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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**Llanbedr Mobile Service**

Griffin Inn Car Park  
Llanbedr Dyffryn Clwyd  
Ruthin  
LL15 1UP

**Opening times**

Thursday	14:45 – 15:30
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**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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**Details of new Mobile service locations:**

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**Llanferres Mobile Service**

Layby at St Berres Church  
Cae Derwen  
Llanferres  
CH7 5SX

**Opening times**

Thursday	15:45 – 16:30
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**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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**New Brighton Mobile Service**

Community Centre Par Park  
Moel Fammau Road  
New Brighton  
CH7 6QX

**Opening times**

Wednesday	10:45 – 11:45
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**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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## Details of Mobile service replacing previous Outreach services:

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### Cilcain Mobile Service

Cilcain Village Hall Car Park  
The Square  
Cilcain  
Mold  
CH7 5NN

#### Opening times

Monday	09:30 – 11:00
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#### Services

A wide range of services are available.

#### Access and facilities

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.

#### Transport/Parking

Parking is available close to where the Mobile van will be parked.

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### Nannerch Mobile Service

Nannerch Memorial Hall Car Park  
Village Road  
Nannerch  
Mold  
CH7 5RD

#### Opening times

Monday	11:15 – 12:00
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#### Services

A wide range of services are available.

#### Access and facilities

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.

#### Transport/Parking

Parking is available close to where the Mobile van will be parked.

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### Rhosesmor Mobile Service

Rhosesmor Village Hall Car Park  
Rhosesmor  
Mold  
CH7 6WF

#### Opening times

Monday	13:15 – 14:00
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#### Services

A wide range of services are available.

#### Access and facilities

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.

#### Transport/Parking

Parking is available close to where the Mobile van will be parked.

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### Halkyn Mobile Service

The Village Hall Car Park  
Halkyn  
Holywell  
CH8 8BU

#### Opening times

Monday	14:15 – 14:45
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#### Services

A wide range of services are available.

#### Access and facilities

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.

#### Transport/Parking

Parking is available close to where the Mobile van will be parked.

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**Pentre Halkyn Mobile Service**

Community Centre Car Park  
Pentre Halkyn  
Holywell  
CH8 8HP

**Opening times**

Monday	15:00 – 15:30
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**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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**Thornton Hough Mobile Service**

Thornton Hough Village Hall Car Park  
Manor Road  
Thornton Hough  
Wirral  
CH63 1JD

**Opening times**

Tuesday	09:30 – 11:30
Friday	09:30 – 11:30

**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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**Willaston Mobile Service**

Car Park Willaston Memorial Hall  
The Green  
Willaston  
Neston  
CH64 2XR

**Opening times**

Tuesday	12:00 – 14:00
Friday	12:00 – 14:00

**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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**Mynydd Isa Mobile Service**

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

**Opening times**

Wednesday	12:00 – 14:00
Friday	14:30 – 16:30

**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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**Soughton Mobile Service**

Soughton Memorial Hall Car Park  
Main Road  
Sychdyn  
Mold  
CH7 6ED

**Opening times**

Wednesday	14:15 – 15:15
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**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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**Northop Hall Mobile Service**

Top Monkey Pub Car Park  
Village Road  
Northop Hall  
Mold  
CH7 6HS

**Opening times**

Wednesday	15:30 – 16:30
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**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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**Treuddyn Mobile Service**

Layby at Ffordd y Rhos  
Treuddyn  
Mold  
Flintshire  
CH7 4NJ

**Opening times**

Thursday	09:30 – 10:15
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**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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**Llandegla Mobile Service**

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

**Opening times**

Thursday	11:15 – 12:15
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**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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**Llanarmon Yn Lal Mobile Service**

Raven Inn Car Park  
Ffordd Rhiw Lal  
Llanarmon Yn Lal  
Mold  
CH7 4QE

**Opening times**

Thursday	12:45 – 13:45
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**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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**Eryrys Mobile Service**

Canolfan Dewi Sant Car Park  
Eryrys  
CH7 4BX

**Opening times**

Thursday	14:00 – 14:30
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**Services**

A wide range of services are available.

**Access and facilities**

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.

**Transport/Parking**

Parking is available close to where the Mobile van will be parked.

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## **Principles of Community Engagement on changes to the Post Office network**

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup>/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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 locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</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.

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>4</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>5</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, Citizens Advice 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, Citizens Advice 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**

<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>3</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 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.

<sup>4</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>5</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.