



Dear Customer

### **Changes to Flint Mobile Service affecting Shotton, Sandycroft and Mancot**

We are writing to let you know that, following the temporary closure of Shotton Post Office branch on Thursday 24 February 2022, we will be reinstating Post Office services to the community with the introduction of a temporary Mobile service, whilst we continue to seek a permanent solution. The new Mobile service will operate from the roadside by St Ethelwold Church, 97 Chester Road East, Shotton, CH5 1QD, commencing on Wednesday 2 March 2022 at 13:00.

We will also reinstate Post Office as a temporary Mobile service to the local community of Sandycroft, whilst we continue to seek a permanent solution. This new Mobile service will operate from outside the Methodist Chapel, Evansleigh Drive, Sandycroft, CH5 2PG, commencing on Wednesday 2 March 2022 at 10:30.

We've been working hard to identify a solution to restore services to the above areas. 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.

The Mobile service at both locations will be operated by the postmaster from Flint Post Office and will offer a range of Post Office products and services. Full details of the new Mobile service at Shotton and Sandycroft are provided at the end of this letter.

I know that the local communities of Shotton and Sandycroft will join me in welcoming this good news and hope that you and our customers will use the new Mobile services. If you are a local representative, please feel free to 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.

To accommodate the new Mobile services there will be some changes to the current opening hours at Mancot and these changes will take effect from Wednesday 2 March 2022. Further details of changes to this service are provided at the end of the letter.

If you have any questions about the new services, 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. An extract relating to Notification is available at the end of this letter.

Thank you for your support in restoring Post Office services.

Yours faithfully

*Carol Williams*

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

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

### Changes to Flint Mobile Service Details:

**During the Coronavirus pandemic 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](http://www.postoffice.co.uk/branch-finder)**

#### Details of the new Mobile services:

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##### Shotton Mobile Service

Roadside by St Ethelwold Church

97 Chester Road East

Shotton

CH5 1QD

##### Opening times

Wednesday	13:00 – 15:00
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##### Services

A range of services will be available.

##### Access and facilities

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

#### Getting there

This Mobile Post Office service will be located approximately 0.3 miles away from the current branch, along varied terrain. Parking is available close to where the Mobile van will be parked. There are local buses serving the surrounding area.

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##### Sandycroft Mobile Service

Outside the Methodist Chapel

Evansleigh Drive

Sandycroft

CH5 2PG

##### Opening times

Wednesday	10:30 – 11:30
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##### Services

A range of services will be available.

##### Access and facilities

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

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#### Getting there

This Mobile Post Office service will be located approximately 0.2 miles away from the previous branch, along varied terrain. Parking is available close to where the Mobile van will be parked. There are local buses serving the surrounding area.

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

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**Mancot Mobile Service, Mancot Community Library, Mancot Lane, Mancot, Deeside, CH5 2AH**

##### Current opening times

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

##### New opening times

Monday	15:45 – 16:30
Wednesday	11:45 – 12:45

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**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.**

## **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 **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.

**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](mailto: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.

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.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.