



Dear Customer

Changes to Flint Mobile Service

We are delighted to let you know that we will be starting to provide a new Mobile Post Office service to the local communities of Pwll Glas and Lixwm. The Mobile service will commence in Pwll Glas on Tuesday 7 September 2021 and in Lixwm on Friday 10 September 2021.

I know that the local community will join me in welcoming this good news and hope that you and our customers will use these services. If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

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 both new service locations are provided at the end of this letter.

To accommodate the new Mobile service in Pwll Glas and Lixwm there will be some changes to the current Mobile service operated by Flint Post Office at Northop Hall, Soughton, Mynydd Isa, New Brighton, Drury, Mancot, Llanbedr, Llanferres, Cilcain, Nannerch, Rhydymwyn, Saltney Ferry, Treuddyn, Bwychgwyn, Llandegla, Llanarmon yn Lal, Eryrys, Rhosesmor, Halkyn, Pentre Halkyn and Greenfield from the week commencing Monday 6 September 2021. Additionally, Mobile service in Llanbedr will be serving customers at the new location - Village Hall Car Park, Llandyrnog Road, Llanbedr, Ruthin, LL15 1UP from Tuesday 7 September 2021.

If you have any questions about the above changes to Flint Mobile service, 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 the 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

New Services 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

Details of the new Flint Mobile service locations

Pwll Glas Mobile service

Car Park
Village Hall
Pwll Glas
Ruthin
LL15 2PB

Services

A wide range of services will be available.

Access

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

Opening times

Tuesday	09:00 – 10:30
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Transport/Parking

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

Lixwm Mobile service

Outside the Crown Inn
The Greenways
Lixwm
Holywell
CH8 8NQ

Services

A wide range of services will be available.

Access

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

Opening times

Friday	11:20 – 11:50
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Transport/Parking

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

Details of the opening times and location change of Flint Mobile service in Llanbedr

Llanbedr Mobile service

Current address

Griffin Inn Car Park,
Llanbedr
Dyffryn Clwyd
Ruthin,
LL15 1UP

New address from 7 September 2021

Village Hall Car Park
Llandyrnog Road
Llanbedr
Ruthin
LL15 1UP

Current opening times

Thursday	14:30 – 15:15
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New opening times

Tuesday	10:45 – 11:30
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Details of the changes to opening times at other Flint Mobile service locations

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

Current opening times

Wednesday	15:30 – 16:30
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New opening times

Monday	09:00– 09:45
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Mynydd Isa Mobile service, Mynydd Isa Cafe and Community Centre Car Park, Mercia Drive, Mynydd Isa, Mold, CH7 6UH

Current opening times

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

New opening times

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

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

Current opening times

Wednesday	14:15 – 15:15
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New opening times

Monday	10:00– 10:45
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New Brighton Mobile service, Community Centre Par Park, Moel Fammau Road, New Brighton, CH7 6QX

Current opening times

Wednesday	10:45 – 11:45
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New opening times

Monday	13:45 – 14:30
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Drury Mobile service, Outside Lester's Farm Shop, 76 Drury Lane, Buckley, CH7 3DX

Current opening times

Wednesday	09:00 – 10:00
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New opening times

Monday	14:45– 15:30
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Mancot Mobile Service, Community Library Car Park, Mancot Lane, Mancot, Deeside, CH5 2AH

Current opening times

Tuesday	14:30 – 15:30
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New opening times

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

Llanferres Mobile service, Layby at St Berres Church, Cae Derwen, Llanferres, CH7 5SX

Current opening times

Thursday	15:30 – 16:30
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New opening times

Tuesday	11:45 – 12:30
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Cilcain Mobile service, Cilcain Village Hall Car Park, The Square, Cilcain, Mold, CH7 5NN

Current opening times

Monday	09:00 – 10:30
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New opening times

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

Nannerch Mobile service, Cross Foxes Pub Car Park, Village Road, Nannerch, Mold, CH7 5RD

Current opening times

Monday	11:15 – 12:00
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New opening times

Tuesday	15:15 – 15:45
Friday	10:45 – 11:15

Rhydymwyn Mobile service, Outside of the Rhydymwyn Service Station, Denbigh Road, Rhydymwyn, CH7 5HE

Current opening times

Monday	12:15 – 13:00
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New opening times

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

Saltney Ferry Mobile service, Saltney Ferry Pub Car Park, 1 Mainwaring Drive, Saltney Ferry, CH4 0AX

Current opening times

Tuesday	15:45 – 16:45
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New opening times

Wednesday	09:00 – 09:45
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Treuddyn Mobile service, Layby at Ffordd y Rhos Treuddyn Mold, CH7 4NJ

Current opening times

Thursday	09:00 – 09:45
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New opening times

Thursday	09:00 –10:00
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Bwychgwyn Mobile service, Community Centre Car Park, Stryt Maelor, Bwlchgwyn, Wrexham, LL11 5YA

Current opening times

Thursday	10:30 – 11:00
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New opening times

Thursday	10:15 – 10:45
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Llandegla Mobile service, Outside Community Shop, Allt yr Efail, Llandegla, Wrexham Clwyd, LL11 3AW

Current opening times

Thursday	11:15 – 12:15
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New opening times

Thursday	11:00 – 12:00
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Llanarmon yn Lal Mobile service, Raven Inn Car Park, Ffordd Rhiw Lal, Llanarmon Yn Lal, Mold, CH7 4QE

Current opening times

Thursday	12:30 – 13:30
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New opening times

Thursday	13:00 –14:00
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Eryrys Mobile service, Outside Canolfan Dewi Sant, Eryrys, CH7 4BX

Current opening times

Thursday	13:45 – 14:15
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New opening times

Thursday	14:15 – 14:45
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Rhosesmor Mobile service, Rhosesmor Village Hall Car Park, Rhosesmor, Mold, CH7 6WF

Current opening times

Monday	13:15 – 14:00
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New opening times

Friday	13:45 –14:30
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Halkyn Mobile service, The Village Hall Car Park, Halkyn, Holywell, CH8 8BU

Current opening times

Monday	14:15 – 14:45
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New opening times

Friday	14:40 – 15:10
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Pentre Halkyn Mobile service, Community Centre Car Park, Pentre Halkyn, Holywell, CH8 8HP

Current opening times

Monday	15:00 – 15:30
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New opening times

Friday	15:15– 15:45
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Greenfield Mobile service, Outside the New Shop Parade, Greenfield Road, CH8 7QS

Current opening times

Monday	15:45 – 16:30
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New opening times

Friday	16:00 – 16:30
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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

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 closure¹ / 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ 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.