



Engaging with our customers - Share your views

Changes to Higher Kinnerton Outreach Service & Changes to Flint Mobile Services

Affecting Higher Kinnerton, Soughton, Northop Hall, Mynydd Isa, Drury, New Brighton, Mancot, Saltney Ferry, Treuddyn, and Sandycroft

We are delighted to let you know that we have restored Post Office services to the community of Higher Kinnerton with the introduction of a permanent Mobile service on Monday 6 January 2025.

We've been working hard to identify a solution to restore services locally. 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.

We are therefore pleased to inform you that the postmaster from Flint Post Office is willing to run the Mobile service, which presents the best possible solution to restore Post Office services within the local community of Higher Kinnerton. This Mobile service will be operating close to the previous Higher Kinnerton Outreach location at the carpark on Kinnerton Village Hall, Bennetts Lane, Higher Kinnerton, Chester, CH4 9AR.

To accommodate this new service, we have made some minor changes to the current opening hours of the services offered at Soughton, Northop Hall, Mynydd Isa, Drury, New Brighton, Mancot, Saltney Ferry, Treuddyn, and Sandycroft. These changes took effect from Monday 6 January 2025.

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. If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

We would like to hear from you

We are keen to restore services to this community in Higher Kinnerton as soon as possible, so we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new mobile service will be and the location?
- Do you have any comments on the planned days and opening hours?

We will be accepting comments until Tuesday 18 February 2025. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new mobile service are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for this service either by service name, postcode, or the unique code **332614**.

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

This is all you need to add to your envelope for your letter to reach us.

Want to tell us what you think right here and now? scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



We will display posters in the local area to tell customers the good news. If you are a local representative, it would be helpful if you could 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 these posters, please let us know.

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

Fiona Shanahan

**Fiona Shanahan
Area Change Manager**

Details of the new Mobile Services:

Higher Kinnerton Mobile Service		Services		
Car Park outside Kinnerton Village Hall Bennetts Lane Higher Kinnerton Chester CH4 9AR		A range of products and services will continue to be available.		
Opening times		Access		
<table><tr><td>Wednesday</td><td>11:30 – 12:30</td></tr></table>		Wednesday	11:30 – 12:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Wednesday	11:30 – 12:30			

Details of changes to existing Mobile Services:

Details of the change to existing Mobile service opening hours:

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

New opening times

Monday	14:30 – 15:15
Tuesday	No Service
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Details of the change to existing Mobile service opening hours:

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

New opening times

Monday	15:30 – 16:00
Tuesday	No Service
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Details of the change to existing Mobile service opening hours:

**Mynydd Isa Mobile Service, Mynydd Isa Library & Community
Centre Car Park, Mercia Drive, Mynydd Isa, CH7 6UH**

New opening times

Monday	11:15 – 12:15
Tuesday	No Service
Wednesday	09:30 – 10:30
Thursday	14:45 – 15:45
Friday	No Service
Saturday	No Service
Sunday	No Service

Details of the change to existing Mobile service opening hours:**Drury Mobile Service, Outside Lesters Farm Shop,
76 Drury Lane, CH7 3DX****New opening times**

Monday	13:45 – 14:15
Tuesday	No Service
Wednesday	10:45 – 11:15
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Details of the change to existing Mobile service opening hours:**New Brighton Mobile Service, New Brighton Community
Centre, Moel Fammau Road, New Brighton, CH7 6QX****New opening times**

Monday	13:00 – 13:30
Tuesday	No Service
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Details of the change to existing Mobile service opening hours:**Mancot Mobile Service, Mancot Community Library, Mancot
Lane, Deeside, CH5 2AH****New opening times**

Monday	No Service
Tuesday	No Service
Wednesday	15:30 – 16:00
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Details of the change to existing Mobile service opening hours:**Saltney Ferry Mobile Service, Car Park Saltney Tavern,
High Street, CH4 8SQ****New opening times**

Monday	No Service
Tuesday	No Service
Wednesday	13:30 – 14:15
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Details of the change to existing Mobile service opening hours:**Treuddyn Mobile Service, Ffordd Yr Rhos Layby,
Treuddyn, Mold, CH7 4NJ****New opening times**

Monday	10:15 – 10:45
Tuesday	No Service
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Details of the change to existing Mobile service opening hours:**Sandycroft Mobile Service, Outside Methodist Chapel,
Evansleigh Drive, Sandycroft, Deeside, CH5 2PG****New opening times**

Monday	No Service
Tuesday	No Service
Wednesday	14:30 – 15:15
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified² and where there is no degradation of access to Post Office services (into and inside the premises).

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 representatives³, the Consumer Advocacy Bodies and selected charities⁴, 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 advocacy bodies.

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

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FREEPOST Your Comments

² Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

³ 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.

⁴ 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 3 and 4 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.