



Dear Customer,

Changes to Flint Outreach Service

Affecting Mancot, Llanbedr, Neston, Willaston, New Brighton, Mynydd Isa, Northop Hall, Greenfield, Lixwm, Nannerch, Cilcain, Rhosesmor, Halkyn, Soughton, Sandycroft, Saltney Ferry, Higher Kinnerton, Drury, Llanferres, Pwllglas, Llandegla, Llanarmon Yn Lal, Eryrys and Treuddyn Mobile Services

We are writing to inform you that, regrettably, the postmaster from Flint Post Office will no longer be able to operate Mancot and Llanbedr Mobile services, due to low customer usage. These services, will therefore, be closing from week commencing Monday 13 July 2026.

When a Post Office branch closes, Post Office undertake a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office services. Consequently, we are not looking to replace Mancot and Llanbedr Mobile services at this time.

There will need to be some changes to the current Mobile service offered by the Postmaster at Flint Post Office, to accommodate the closures, affecting the opening times and days for services at Neston, Willaston, New Brighton, Mynydd Isa, Northop Hall, Greenfield, Lixwm, Nannerch, Cilcain, Rhosesmor, Halkyn, Soughton, Sandycroft, Saltney Ferry, Higher Kinnerton, Drury, Llanferres, Pwllglas, Llandegla, Llanarmon Yn Lal, Eryrys and Treuddyn Mobile services from week commencing Monday 20 July 2026. Further details of the changes to these services are also provided at the end of this letter.

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.

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

We do hope that you will support this new service.

Yours faithfully,

Victoria Gill

**Victoria Gill
Retail Change Lead**

Details of Alternative branches Mancot Mobile Service closing on

Thursday 16 July 2026:

Hawarden Post Office		Services available
1 The Highway Hawarden Deeside CH5 3DG		Offers Euro Travel Money and similar services however excluding a comprehensive range of Travel Money, On Demand Travel Insurance and Vehicle Tax.
Opening times		Access
Mon – Sat	09:00 – 19:00	Access is level access at the entrance to the premises.
Sun	09:00 – 17:00	
Getting there		
Approximately 1 mile from Mancot Mobile service, along varied terrain. Parking is available nearby. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Shotton Post Office		Services available
15 Chester Road West Shotton Deeside CH5 1DF		Offers the same services, with the addition of Passport Check & Send.
Opening times		Access
Mon – Fri	08:00 – 17:00	Access is level at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 1.7 miles from Mancot Mobile service, along varied terrain. Charmleys Lane Car park is available approximately 50 meters from Shotton branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Customers requiring other services can also visit:

- Chester Road Drop & Collect, Brook House, Chester Road, Pentre, CH5 2DT located approximately 0.6 miles away

Details of Alternative branches for Llanbedr Mobile Service closing on Wednesday 15 July 2026:

Ruthin Post Office		Services available
18 St Peters Square Ruthin LL15 1YL		Offers the same services, with the addition of Passport Check & Send.
Opening times		Access
Mon – Fri	09:00 – 17:00	Access is level, via steps and a ramp with a handrail, at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 2 miles from Llanbedr Mobile service, along varied terrain. There is Pay & Display parking on St Peters Square. There is a regular bus service between Llanbedr Mobile service and this branch with a bus stop within 180 meters.		

Llandyrnog Post Office		Services available
Llandyrnog Denbigh LL16 4HG		Offers similar services, however excluding a range of comprehensive Travel Money.
Opening times		Access
Mon, Tue, Thu & Fri	09:00 – 12:00 15:00 – 18:00	Access is a step, with a grabrail, at the entrance to the premises.
Wed & Sat	09:00 – 18:00	
Sun	Closed	
Getting there		
Approximately 2 miles from Llanbedr Mobile service, along varied terrain. Parking is available outside the branch. There is a regular bus service between Llanbedr Mobile service and this branch with a bus stop within 100 meters.		

Details of the change to existing Outreach service opening hours:			
Neston Mobile Service		Community Office Car park, Brook Street, Neston, CH64 9AR	
Current opening times		New opening times	
Monday	No Service	Monday	09:30 – 11:00
Tuesday	09:30 – 11:30	Tuesday	No Service
Wednesday	No Service	Wednesday	10:30 – 12:00
Thursday	No Service	Thursday	No Service
Friday	09:00 – 12:30	Friday	09:30 – 12:30
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Willaston Mobile Service	Pollard Inn Car Park, Willaston, CH64 2TU																												
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New Brighton Mobile Service	New Brighton Community Centre, Moel Famau Road, New Brighton, Mold, CH7 6QX																												
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Mynydd Isa Mobile Service	Mynydd Isa Library and Community Centre, Car Park Mercia Drive, Mynydd Isa, Mold, CH7 6UH																												
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Details of the change to existing Outreach service opening hours:

Northop Hall Mobile Service		Outside The Monkey Pub, Village Road, Northop Hall, Mold, CH7 6HS	
Current opening times		New opening times	
Monday	No Service	Monday	15:30 – 16:30
Tuesday	No Service	Tuesday	No Service
Wednesday	No Service	Wednesday	No Service
Thursday	16:00 – 16:30	Thursday	No Service
Friday	No Service	Friday	No Service
Saturday	No Service	Saturday	No Service
Sunday	No Service	Sunday	No Service

Details of the change to existing Outreach service opening hours:			
Greenfield Mobile Service		Holy Trinity Church, Basingwerk Avenue, Greenfield, Holywell, CH8 7JT	
Current opening times		New opening times	
Monday	09:15 – 09:45	Monday	No Service
Tuesday	No Service	Tuesday	09:30 – 10:00
Wednesday	No Service	Wednesday	No Service
Thursday	No Service	Thursday	No Service
Friday	No Service	Friday	No Service
Saturday	No Service	Saturday	No Service
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Details of the change to existing Outreach service opening hours:			
Lixwm Mobile Service		Outside Crown Inn, The Greenways, Lixwm, Holywell, CH8 8NQ	
Current opening times		New opening times	
Monday	10:00 – 10:45	Monday	No Service
Tuesday	No Service	Tuesday	10:15 – 11:00
Wednesday	No Service	Wednesday	No Service
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Nannerch Mobile Service		Cross Foxes Pub, Village Road, Nannerch, Mold, CH7 5RD	
Current opening times		New opening times	
Monday	11:00 – 12:00	Monday	No Service
Tuesday	No Service	Tuesday	11:15 – 12:00
Wednesday	No Service	Wednesday	No Service
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Details of the change to existing Outreach service opening hours:			
Cilcain Mobile Service		Cilcain Village Hall Car Park, The Square, Cilcain, Mold, CH7 5NN	
Current opening times		New opening times	
Monday	12:45 – 14:45	Monday	No Service
Tuesday	No Service	Tuesday	12:45 – 13:45
Wednesday	No Service	Wednesday	No Service
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Details of the change to existing Outreach service opening hours:			
Rhosesmor Mobile Service		Rhosesmor Village Hall Car Park, Rhosesmor, Mold, CH7 6PJ	
Current opening times		New opening times	
Monday	15:00 – 15:45	Monday	No Service
Tuesday	No Service	Tuesday	14:00 – 14:45
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Halkyn Mobile Service	The Village Hall Car Park, Halkyn, Holywell, CH8 8BU																												
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Soughton Mobile Service	Soughton Memorial Hall Car Park, Main Road, Sychdyn, Mold, CH7 6ED																												
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Sandycroft Mobile Service	Outside Methodist Chapel, Evansleigh Drive, Sandycroft, Deeside, CH5 2PG																												
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Saltney Ferry Mobile Service	Car Park Saltney Tavern, High Street, Saltney, Chester, CH4 8SQ																												
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Drury Mobile Service	Outside Lesters Farm Shop, 76 Drury Lane, Buckley, CH7 3DX																												
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Llanferres Mobile Service	St Berres Church layby, Cae Derwen, Llanferres, Mold, CH7 5SX																												
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Pwllglas Mobile Service	Shop Pwllglas Car Park, Village Hall, Pwllglas, Ruthin, LL15 2PB																												
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Llanarmon Yn Lal Mobile Service	Raven Inn car Park, Ffordd Rhiw Lal, Llanarmon Yn Lal, Mold, CH7 4QE																												
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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
- Unplanned closure¹/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.