



Dear Customer

## **Local public consultation - Have your say**

**Holywell Post Office**  
**50 High Street, Holywell, Flintshire, CH8 7AA**

We are proposing to move the above Post Office branch to a new location - Holywell Stores, Victoria Place, Holywell, Flintshire, CH8 7TR. Where it would continue to operate as one of mains style branch, subject to consultation.

### **Why are we proposing this move?**

This branch is currently operated under a short-term contract, we are therefore proposing to move this branch to an alternative location with a permanent new postmaster, which would be a more sustainable solution. The proposed new premises would undergo a refurbishment to incorporate Holywell Post Office. The new operator firmly believes that the move would help to secure continued access to Post Office services locally, as well as supporting the viability of their business.

### **We'd like your help**

We're now starting a period of local public consultation, and your feedback is important to us as it will help to inform our decision. For more details of the proposed services and accessibility, please see the branch information summary later in this consultation document.

### **What exactly are we consulting on?**

We'd welcome your comments on the following areas:

- **How easy is it to get to the proposed new location?**
- **Are the new premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the proposed change?**
- **If the move were to proceed, is there anything we could do to make it easier for customers?**

Please note the proposed change of management of the branch is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	<b>21 January 2026</b>
Local Public Consultation ends	<b>4 March 2026</b>
Proposed month of change	<b>March/April 2026</b>

You can share your views on the proposed change through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **014614**

### **How to share your views:**

#### **Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**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.



## Good to know

- **Customers** would access Post Office services in a modern, open-plan environment alongside the operator's retail.
- Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It would be in a dedicated area of the store with one screened and two open serving positions.
- The branch would offer the same range of Post Office products and services over longer opening hours
- All staff employed to work in the proposed new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- Any other relevant points.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer advocacy bodies. An extract relating to Consultation is available at the end of this letter.

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 the changes we are proposing to Holywell Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Yours faithfully

*Sarah Cottrell*

**Sarah Cottrell**  
**Regional Change Manager**  
**Post Office Limited**

## Holywell Post Office Information Summary

There are times our branches may need to make changes to its 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)

Current Location	Proposed New Location																																
50 High Street, Holywell, Flintshire, CH8 7AA	Holywell Stores, Victoria Place, Holywell, Flintshire, CH8 7TR																																
<table><tr><th colspan="2">Current opening times</th></tr><tr><td>Monday</td><td>09:00 – 17:30</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 17:30</td></tr><tr><td>Thursday</td><td>09:00 – 17:30</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 12:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>	Current opening times		Monday	09:00 – 17:30	Tuesday	09:00 – 17:30	Wednesday	09:00 – 17:30	Thursday	09:00 – 17:30	Friday	09:00 – 17:30	Saturday	09:00 – 12:30	Sunday	Closed	<table><tr><th colspan="2">Proposed New opening times</th></tr><tr><td>Monday</td><td>08:00 – 21:00</td></tr><tr><td>Tuesday</td><td>08:00 – 21:00</td></tr><tr><td>Wednesday</td><td>08:00 – 21:00</td></tr><tr><td>Thursday</td><td>08:00 – 21:00</td></tr><tr><td>Friday</td><td>08:00 – 21:00</td></tr><tr><td>Saturday</td><td>08:00 – 21:00</td></tr><tr><td>Sunday</td><td>08:00 – 21:00</td></tr></table>	Proposed New opening times		Monday	08:00 – 21:00	Tuesday	08:00 – 21:00	Wednesday	08:00 – 21:00	Thursday	08:00 – 21:00	Friday	08:00 – 21:00	Saturday	08:00 – 21:00	Sunday	08:00 – 21:00
Current opening times																																	
Monday	09:00 – 17:30																																
Tuesday	09:00 – 17:30																																
Wednesday	09:00 – 17:30																																
Thursday	09:00 – 17:30																																
Friday	09:00 – 17:30																																
Saturday	09:00 – 12:30																																
Sunday	Closed																																
Proposed New opening times																																	
Monday	08:00 – 21:00																																
Tuesday	08:00 – 21:00																																
Wednesday	08:00 – 21:00																																
Thursday	08:00 – 21:00																																
Friday	08:00 – 21:00																																
Saturday	08:00 – 21:00																																
Sunday	08:00 – 21:00																																
Products and Services																																	
The same products and services would still be available.																																	
Serving positions																																	
There would be three serving positions in total: one screened and two open plan. The total number of serving positions has been based on current and future predicted business levels.																																	
Access																																	
Access would be level at the entrance to the proposed new premises. Internally, there would be Low-level serving counters, hearing loops and space for a wheelchair.																																	
Getting there																																	
The proposed new branch would be located approximately 120 metres away from the current branch, along mostly level terrain. Parking for 4 cars would be available directly outside the proposed new premises, there is also a pay and display car park, with disabled parking bays approximately 160 metres from the proposed new premises.																																	
Store retail available	Convenience store.																																

**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.**

The latest available branch information, including possible alternative Post Office branches in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

For additional information about product availability call 03457 223344.  
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.  
Postage services from other companies are also available in selected branches.

Services available	<a href="#">Current Branch</a>	Proposed Branch
<b>Everyday Personal &amp; Business Banking</b>		
<a href="#">Cash Withdrawals</a>	✓	✓
<a href="#">Cash Deposits</a>	✓	✓
<a href="#">Cheque Deposits</a>	✓	✓
<b>Mails</b>		
<a href="#">Drop &amp; Go</a>	✓	✓
<a href="#">Parcelforce Express Services</a>	✓	✓
<a href="#">Parcelforce Express 48 Large</a>	✓	✓
<a href="#">DPD - Buy in branch</a>	✓	✓
<a href="#">DPD - Drop off and collections</a>	✓	✓
<b>Pay Bills &amp; Top Up</b>		
<a href="#">Pay Bills and Top up</a>	✓	✓
<b>Passport Applications</b>		
<a href="#">Paper Check &amp; Send - New &amp; Renewals</a>	✓	✓
<b>Identity Services</b>		
<a href="#">Document Certification Service</a>	✓	✓
<b>Driving</b>		
<a href="#">Vehicle Tax</a>	✓	✓
<b>Travel</b>		
<a href="#">Foreign Currency</a>	✓	✓
<a href="#">Travel Insurance</a>	✓	✓
<a href="#">Travel Money Card</a>	✓	✓
<b>Your Finances</b>		
<a href="#">Western Union</a>	✓	✓
<a href="#">Savings application forms</a>	✓	✓
<a href="#">Savings Account ID Verification (free)</a>	✓	✓

## **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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>5</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>6</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, 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](mailto:Comments@postoffice.co.uk)**  
**FREEPOST Your Comments**

**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>5</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>6</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.