



Dear Customer

### **Local public consultation – Decision**

**Kingsmills Road Post Office  
49 Kingsmills Road, Wrexham, LL13 8NL**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office to: 6 Prince Charles Road, Wrexham, LL13 8YD, where it will merge with the Bryn Hafod Post Office branch and will be known as Prince Charles Road Post Office.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch closed at 17.30 on Tuesday 19 November 2024, with the new branch opening, at 6 Prince Charles Road, at 13:00 on 5 December 2024. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Wrexham Post Office, 58 Hope Street, Wrexham, Clwyd, LL11 1BE
- Queens Park Post Office, 83 Holt Road, Wrexham, Clwyd, LL13 8NG

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://postofficeviews.co.uk)

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

Yours sincerely

*Sarah Cottrell*

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

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

[postofficeviews.co.uk](https://postofficeviews.co.uk)

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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.**

## **Appendix A**

### **Response to Local Public Consultation**

**Consultation started Tuesday 24 September 2024**

**Consultation ended Tuesday 05 November 2024**

#### **Consultation responses**

- 43 responses from customers and local representatives

#### **Key issues raised**

- Parking
- Security and Privacy
- Distance
- Outreach Services

#### **Response to issues raised**

##### **Parking**

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and has confirmed that roadside parking is available nearby.

##### **Security and Privacy**

We will be working closely with the operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down.

##### **Distance**

The new premises are located approximately 0.8 Miles from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. For customers using their own transport roadside parking is available nearby. For those using public transport to get to the new branch, the nearest bus stop is approximately 210 metres from the new location.

##### **Outreaches Services**

Following the notification for closure of the outreach services at Cockshutt, Bangor Is Y Coed and Higher Kinnerton, we are pleased to confirm that we will continue to provide a service to these locations with an existing postmaster. The postmaster at Trefonen Post Office will operate the service at Cockshutt & Bangor Is Y Coed and has already taken over the operation so these branches have remained open. The postmaster at Flint Post Office will resume service for Higher Kinnerton in January 2025, the exact reopening date is to be confirmed.

Please see below tables for the opening hours for Cockshutt and Bangor Is Y Coed outreach services.

**Details of the change to existing outreach service opening hours:**

Cockshutt Outreach Service, Shrewsbury Road, Cockshutt, Ellesmere, SY12 0JE

**New opening times**

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

**Details of the change to existing outreach service opening hours:**

Bangor Is Y Coed Outreach Service, Whitchurch Road, Bangor on Dee, Wrexham, LL13 0AY

**New opening times**

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

## Appendix B

### Prince Charles Road 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)

New Location																	
6 Prince Charles Road Wrexham LL13 8YD																	
<table><tr><th colspan="2">New 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 - 17:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New 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 - 17:30	Sunday	Closed
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Saturday	09:00 - 17:30																
Sunday	Closed																
Products and Services																	
The same range of products and services will still be available, including an internal cash machine.																	
Serving positions																	
There will be two screened serving positions. The total number of serving positions has been based on current and future predicted business levels.																	
Access																	
The new premises will have a wide door and ramp at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.																	
Getting there																	
The new premises will be located approximately 0.8 miles away from the current Kingsmills Road branch location, along varied terrain.  Roadside parking is available nearby.  There is a regular bus service available between the current Kingsmills branch and the proposed new location. The nearest bus stop is approximately 200 metres away from the proposed new branch location.																	
Store retail available	Cards and stationery																

## **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**

**Call: 03452 66 01 15**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<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.