

Dear Customer,

Local public consultation - Have your say

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

The lease of the premises at Kingsmill Road Post Office is due to expire and the premises will no longer be available for Post Office use and the branch is due to close on Saturday 23 November 2024 at 17:30.

We are therefore proposing to move the branch to a new location: 6 Prince Charles Road, Wrexham, LL13 8YD, where it would merge with the Bryn Hafod Post Office branch and would be known as Prince Charles Road Post Office. The new combined branch would be operated by the existing postmaster at Kingsmill Road as one of our main style branches, subject to consultation.

Why are we proposing this move?

The postmaster at Bryn Hafod Post Office has resigned from operating the branch and the branch is due to close on Monday 18 November 2024 at 17:00. Should the relocation of Kingsmills Road Post Office proceed this will restore Post Office services to the community of Bryn Hafod.

In addition, the outreach services run by the Bryn Hafod branch postmaster at: Marchwiel, Bangor Is Y Coed, Rossett, Penley, Higher Kinnerton and Cockshutt will also need to close the week commencing Monday 11 November 2024. At this time, there are no plans to replace these outreach services and we apologise for the inconvenience the closure of these outreach services may cause.

We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter.

The Post Office has undertaken 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. Our priority is to safeguard our services in the locality in the longer term.

Consequently, the proposed relocation of Kingsmills Road Post Office and merge with Bryn Hafod Post Office will enable us to maintain a Post Office service in the local community and continue to serve the needs of our customers for both branches. Additionally, Wrexham Post Office branch is 0.5 miles from Kingsmill Road branch and some customer may find this branch more convenient.

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	Tuesday 24 September 2024
Local Public Consultation ends	Tuesday 05 November 2024
Proposed month of change	November 2024

You can share your views on the proposed change through our easy and convenient online questionnaire via 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 **568614**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

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 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 two screened serving positions.
- We'd also add a low-screened, modern Post Office till at the retail counter offering most Post Office products and services.
- 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.
- 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 Kingsmills Road Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the top of this page.

Thank you for considering our proposal.

Your faithfully

Sarah Cottrell

Sarah Cottrell

Regional Change Manager

Post Office Limited

Kingsmills Road / Prince Charles Road Post Office Information Summary

Current Location	Proposed New Location
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49 Kingsmills Road
Wrexham
LL13 8NL

6 Prince Charles Road
Wrexham
LL13 8YD

Current opening hours

Mon - Fri	09:00 – 17:30
Sat	09:00 – 14:30 15:00 – 17:30
Sun	Closed

Proposed opening hours

Mon - Sat	09:00 - 17:30
Sun	Closed

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

Products & Services

The same range of products and services would still be available, including an internal cash machine.

Serving positions

There would be two screened serving positions.

Access

The proposed premises would have a wide door and ramp at the entrance.

Internally, there would be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.

Getting there

The proposed premises would 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.

Retail

Cards and stationery.

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.

Alternative branches

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Alternative branches for Marchwiell Post Office service, Marchwiell Village Hall, 29 Piercy Avenue, LL13 0RH
Due to close on Wednesday 13 November 2024

Pentre Maelor Post Office		Services
18 Bridgeway East Pentre Maelor Wrexham LL13 9RB		A range of services will be available.
Opening times		Access
Mon – Fri	08:30 – 15:00	Access is level at the entrance via a ramp with handrails or steps. Low level serving counter, a low-level writing desk, low level pin pad and hearing loops will be available.
Sat & Sun	Closed	
Getting there		
Approximately 2.4 miles from Marchwiell Post Office service. Parking is available nearby. There are local buses serving the surrounding area.		

Wrexham Post Office		Services
WHSmith 58 Hope Street Wrexham LL11 1BE		A range of services will be available.
Opening times		Access
Mon – Sat	09:00 – 17:30	This branch has wide automatic doors and level access at the entrance. Low level serving counter, a low-level writing desk, low level pin pad and hearing loops will be available.
Sun	Closed	
Getting there		
Approximately 2.4 miles from Marchwiell Post Office service. Parking is available nearby. There are local buses serving the surrounding area.		

Alternative branches for Bangor Is Y Coed Post Office service, Whitchurch Road, Bangor on Dee, LL13 0AY
Due to close on Thursday 14 November 2024

Pentre Maelor Post Office		Services
18 Bridgeway East Pentre Maelor Wrexham LL13 9RB		A range of services will be available.
Opening times		Access
Mon – Fri	08:30 – 15:00	Access is level at the entrance via a ramp with handrails or steps. Low level serving counter, a low-level writing desk, low level pin pad and hearing loops will be available.
Sat & Sun	Closed	

Getting there

Approximately 2.9 miles from Bangor Is Y Coed Post Office service. Parking is available nearby.
There are local buses serving the surrounding area.

Wrexham Post Office		Services
WHSmith 58 Hope Street Wrexham LL11 1BE		A range of services will be available.
Opening times		Access
Mon – Sat	09:00 – 17:30	This branch has wide automatic doors and level access at the entrance. Low level serving counter, a low-level writing desk, low level pin pad and hearing loops will be available.
Sun	Closed	

Getting there

Approximately 4.9 miles from Bangor Is Y Coed Post Office service. Parking is available nearby.
There are local buses serving the surrounding area.

Alternative branches for Rossett Post Office service, Presbyterian Church, Station Road, LL12 0HE
Due to close on Friday 15 November 2024

Gresford Post Office	Services		
SPAR 58 Chester Road Gresford Wrexham LL12 8NE	A range of services will be available.		
Opening times	Access		
<table border="1"><tr><td data-bbox="108 495 300 528">Mon – Sun</td><td data-bbox="300 495 550 528">08:00 – 20:00</td></tr></table>	Mon – Sun	08:00 – 20:00	This branch has a wide automatic door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.
Mon – Sun	08:00 – 20:00		

Getting there

Approximately 2.0 miles from Rossett Post Office service. Parking is available outside the branch with a dedicated disabled parking bay. There is a frequent bus service available between Rossett Post Office service and this Post Office. The nearest bus stop is approximately 80 metres away.

Llay Post Office	Services		
Morrisons Daily Market Square Llay Wrexham LL12 0SA	A range of services will be available.		
Opening times	Access		
<table border="1"><tr><td data-bbox="108 1279 300 1312">Mon - Sun</td><td data-bbox="300 1279 550 1312">06:00 – 23:00</td></tr></table>	Mon - Sun	06:00 – 23:00	This branch has a wide automatic door and level access 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.
Mon - Sun	06:00 – 23:00		

Getting there

Approximately 2.6 miles from Rossett Post Office service. Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternative branches for Penley Post Office service, The Rainbow Centre, Whitchurch Road, LL13 0LR
Due to close on Tuesday 12 November 2024

Hanmer Post Office	Services
Hanmer Whitchurch Shropshire SY13 3DE	A range of services will be available.

Opening times	Access
Mon & Tue	This branch has a wide door and a step at the entrance. Internally, there will be a hearing loop and space for a wheelchair.
Wed	
Thu & Fri	
Sat	
Sun	

Getting there

Approximately 2.7 miles from Penley Post Office service. Roadside parking as available nearby. There are local buses serving the surrounding area.

Ellesmere Post Office	Services
26 Scotland Street Ellesmere Shropshire SY12 0EG	A range of services will be available.

Opening times	Access
Mon – Tue	This branch has a wide door and steps at the entrance. Internally, there will be a hearing loop and space for a wheelchair.
Wed – Fri	
Sat	
Sun	
Sun	

Getting there

Approximately 4.2 miles from Penley Post Office service. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

Alternative branches for Higher Kinnerton Post Office service, Village Hall, Bennetts Lane, CH4 9AR
Due to close on Monday 11 November 2024

Dodleston Post Office		Services
Kinnerton Road Dodleston CH4 9LP		A range of services will be available.
Opening times		Access
Mon – Sat	07:00 – 19:30	This branch has a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.
Sun	08:00 – 18:00	

Getting there

Approximately 2.7 miles from Higher Kinnerton Post Office service. Parking is available nearby. There are local buses serving the surrounding area.

Broughton Post Office		Services
7 Broughton Hall Road Broughton CH4 0QR		A range of services will be available.
Opening times		Access
Mon – Fri	09:00 – 17:00	This branch has a wide automatic door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.
Sat	09:00 – 12:00	
Sun	Closed	

Getting there

Approximately 3.3 miles from Higher Kinnerton Post Office service. Parking is available outside the branch with dedicated disabled parking. There are local buses serving the surrounding area.

Alternative branches for Cockshutt Post Office service, Shrewsbury Road, Cockshutt, SY12 0JE
Due to close on Tuesday 12 November 2024

Ellesmere Post Office		Services
26 Scotland Street Ellesmere Shropshire SY12 0EG		A range of services will be available.
Opening times		Access
Mon – Tue	08:30 – 17:30	This branch has a wide door and steps at the entrance. Internally, there will be a hearing loop and space for a wheelchair.
Wed – Fri	09:00 – 17:30	
Sat	09:00 – 13:00	
Sun	Closed	

Getting there

Approximately 4.5 miles from Cockshutt Post Office service. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

Wem Post Office		Services
Co-op Morris Central Shopping Park Shrewsbury SY4 5NY		A range of services will be available.
Opening times		Access
Mon – Sat	08:00 – 20:00	This branch has a wide automatic door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.
Sun	10:00 – 16:00	

Getting there

Approximately 6.3 miles from Cockshutt Post Office service. Parking is available outside the branch with dedicated disabled parking. There are local buses serving the surrounding area.

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

- Permanent closure of a Post Office branch⁵
- 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-week⁶ 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
FREEPOST Your Comments

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

⁵ 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.

⁶ 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.