



Dear Customer,

Local public consultation – Decision

**Llandrillo Yn Rhos Post Office
Penrhyn Avenue, Rhos on Sea, Colwyn Bay, LL28 4PS**

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 into Go Local at 106-106A Penrhyn Avenue, Rhos-On-Sea, Colwyn Bay, LL28 4LG, where it would operate as one of our local style branches.

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.

The current branch will close at 17:30 on Thursday 30 January 2025, with the new branch opening, at 106-106A Penrhyn Avenue, at 13:00 on Tuesday 17 February 2025. 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:

- Colwyn Bay Post Office, 8 Station Road, Colwyn Bay, LL29 8BU
- Conway Road (103) Post Office, 03 Conway Road, Colwyn Bay, LL29 7LW

This information is also available on the Post Office Consultation Hub at: 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 faithfully,

Sarah Cottrell

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

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

**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 09 August 2024

Consultation ended 20 September 2024

Consultation responses

- 153 responses from customers and local representatives

Key issues raised

- Distance
- Parking
- Getting to the new location
- Internal Space
- Security and Privacy

Response to issues raised

Distance

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. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site.

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 time restricted roadside parking is available nearby off Church Drive as well as forecourt parking at the new premises.

Getting to the new location

The new branch will be located approximately 750 metres from the current branch, along varied terrain. For those using public transport to get to the new branch, the nearest bus stop is approximately 43 metres from the new location.

Internal Space

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Security and Privacy

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will also be working closely with the new 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. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

Appendix B

Llandrillo Yn Rhos Post Office Information Summary

Go Local (Premier after refurbishment)
106-106A Penrhyn Avenue
Rhos-On-Sea
Colwyn Bay
LL28 4LG

New 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

Similar services will still be available, however excluding On Demand Insurance.

Serving positions

There will be one serving position at the retail counter.

Access

The new premises will have level access and a wide door at the entrance.

Getting there

The new branch will be located approximately 750 metres away from the current branch, along mostly level terrain. Parking is available on the forecourt of the premises and time restricted parking is available nearby. There are local buses serving the surrounding area.

Retail

Convenience store.

The latest available branch information, including possible alternatives Post Office branches in the area, can be found on our website 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.

Products and Services	Current Branch	Proposed Branch
Everyday Personal & Business Banking		
Cash Withdrawals	✓	✓
Cash Deposits	✓	✓
Cheque Deposits	✓	✓
Mails		
Drop & Go	✓	✓
Parcelforce Express Services	✓	✓
Pay Bills & Top Up		
Pay Bills & Top-up	✓	✓
Driving		
Vehicle Tax	✓	✓
Travel		
Foreign Currency	✓	Euros / Dollars
Travel Insurance	✓	✗
Travel Money Card	✓	✗
Your Finances		
Western Union	✓	✗
Savings Application Forms	✓	✗
Savings Account ID Verification (free)	✓	✗

✗ Services not available at the new branch are available at Colwyn Bay Post Office
 8 Station Road, Colwyn Bay, LL29 8BU

Opening hours:
 Mon - Fri 08:45 – 17:30;
 Sat 08:45 – 14:00;
 Sun Closed

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

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Textphone: 03457 22 33 55

FREEPOST Your Comments

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.