



Dear Customer

Changes to Masegeirchen Mobile Service

We are really pleased to let you know that we will be restoring Post Office services to the communities of Deganwy and Llanrhos as a temporary Mobile service while we continue to seek a permanent solution.

Deganwy mobile service will operate from Deganwy Station, Station Road, Deganwy, LL31 9EJ and Llanrhos mobile service will operate from Maes Y Castell, Llanrhos, Llandudno, LL30 1NG. These services will start week commencing 23 November 2020.

To accommodate these Mobile services there will be some changes to the current opening times at Llanfaelog Mobile, Dwyran Mobile, Newborough Mobile, Bodffordd Mobile, Rhosybol Mobile, Upper Bongor Mobile, Malltraeth Mobile, Bryngwran Mobile, Moelfre Mobile, Llandegfan Mobile, Deiniolen Mobile, Rhosgadfan Mobile, Bethel Mobile, Dwygyfychi Mobile, Tal y Bont Mobile, & Henryd Mobile. All these changes will start week commencing 23 November 2020.

The Postmaster from Masegeirchen Post Office will be providing the Mobile services. A Mobile service is a tried and tested way of maintaining service to smaller communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises that has formed part of our operational network for some years now.

Further details of these services are provided at the end of this letter and posters will be displayed locally so customers are aware of the changes.

We hope that you and our customers will continue to use these services. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new services, please write to me via the Communication and Consultation Team at the address shown 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 Engagement. A copy is available at the end of this letter.

Thank you for your support in providing Post Office services.

Yours faithfully

Carol Williams

Carol Williams
Network Provision Lead

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of the Temporary Mobile service at Deganwy

Deganwy Mobile Service

Deganwy Station
Station road
Deganwy
LL31 9EJ

Opening times

Friday	11:30 – 12:30
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Services

A wide range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Parking is available close to where the Mobile van will be parked.

Details of the Temporary Mobile service at Llanrhos

Llanrhos Mobile Service

Maes Y Castell
Llanrhos
Llandudno
LL30 1NG

Opening times

Friday	13:15 – 14:15
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Services

A wide range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Parking is available close to where the Mobile van will be parked.

Details of the changes to existing Mobile services:

Llanfaelog Mobile Service Wayside Store Llanfaelog Ty Croes Anglesey LL63 5SY	Current Opening times		New Opening times	
	Thursday	10:45 – 11:45	Monday	12:15 – 13:00
	Tuesday	10:45 – 11:45	Tuesday	11:00 – 11:45
	Thursday	12:00 – 13:00	Thursday	11:15 – 12:00

Dwyran Mobile Service Cilfan/Layby Lon Caoel Dwran Llanfairpwlllawynavll LL61 6YN	Current Opening times		New Opening times	
	Wednesday	13:30 – 14:30	Monday	09:00 – 10:00
			Wednesday	13:30 – 14:30

Newborough Mobile Service In front of Prichad Pen-Dref Street Newbrough Anfairpwllgwyngy LL61 6SY	Current Opening times		New Opening times	
	Monday	09:00 – 10:30	Monday	10:15 – 11:45
	Tuesday	09:00 – 10:30	Tuesday	09:00 – 10:00
	Thursday	09:00 – 10:30	Thursday	09:00 – 10:15

Bodffordd Mobile Service Fronheuloa Bodffordd Llangefni Aglesey LL77 7LZ	Current Opening times		New Opening times	
	Monday	12:15 – 13:15	Monday	13:45 – 14:15
			Thursday	13:45 – 14:15

Rhosybol Mobile Service B511 Stad Shop Rhosybol Amlwch Anglesey LL68 9RH	Current Opening times		New Opening times	
	Monday	13:45 – 14:45	Monday	14:45 – 15:15
	Tuesday	13:15 – 14:15	Thursday	14:30 – 15:00

Upper Bangor Mobile Service Morrisons Car Park Holyhead Road Upper Bangor LL57 2EE	Current Opening times		New Opening times	
	Tuesday	15:00 – 16:00	Monday	16:00 – 16:45
	Wednesday	16:30 – 17:30	Tuesday	16:00 – 16:45
	Thursday	15:15 – 16:15	Thursday	16:15 – 17:00

Malltraeth Mobile Service The Flats Morawelon Malltraeth Bodorgan Anglesey LL62 5AN	Current Opening times		New Opening times	
	Thursday	10:45 – 11:45	Tuesday	10:15 – 10:45
			Thursday	10:30 – 11:00

Bryngwran Mobile Service Iorwerth Arms Car Brynowran Anglesey LL65 3PP	Current Opening times		New Opening times	
	Tuesday	12:00 – 13:00	Tuesday	12:30 – 13:00
			Thursday	12:45 – 13:30

Moelfre Mobile Service V Ganolfan Moelfre Anglesey LL72 8LS	Current Opening times		New Opening times	
	Monday	15:00 – 16:00	Tuesday	13:30 – 14:00
	Thursday	13:30 – 14:30	Thursday	15:15 – 15:45

Llandegfan Mobile Service Roadside Laybay on the Bro Llewelyn Llandegfan Anglesey LL59 5UP	Current Opening times		New Opening times	
	Wednesday	11:45 – 12:45	Tuesday	14:30 – 15:30

Deiniolen Mobile Service Carpark Deiniolen Old Library High Street Deiniolen LL55 3HR	Current Opening times		New Opening times	
	Thursday	13:15 – 14:00	Wednesday	09:00 – 09:45

Rhosgadfan Mobile Service Outside Chapel Rhosgadfan Rhosgadfan Caernarfon LL54 7ET	Current Opening times		New Opening times	
	Friday	14:15 – 15:00	Wednesday	10:15 – 11:00

Bethel Mobile Service Memorial Hall 2 Rhos Bethel Caernarfon LL55 1YE	Current Opening times		New Opening times	
	Wednesday	15:15 – 16:15	Wednesday	11:30 – 12:30
	Friday	15:30 – 16:30	Friday	16:00 – 16:45

Dwygyfyichi Mobile Service Treforris oad next to Dwygyfyich Penmaenmawr Conwy LL34 6UB	Current Opening times		New Opening times	
	Wednesday	10:00 – 11:00	Wednesday	15:00 -16:00
	Friday	12:00 – 12:45	Friday	14:45 – 15:30

Tal-y-bont Mobile Service Cae Bach Tal-y-bont LL57 3YJ	Current Opening times		New Opening times	
	Wednesday	08:45 – 09:45	Wednesday	16:15 – 17:15

Henryd Mobile Service Junction of Maes Refail Henrhyd Road Henryd LL328YH	Current Opening times		New Opening times	
	Friday	11:00 11:45	Friday	10:30 – 11:15

**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 Communities Engagement on changes to the Post Office network

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
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a communities

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

*We will **Engage** - where we are seeking feedback on a decision that has been made on:*

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key communities outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

- Permanent closure of a Post Office branch⁴
- 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-week⁵ 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 communities 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 communities 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, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

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 Communities Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Communities 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

¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Communities Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Communities Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

⁴ 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.

⁵ 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.