



Dear Customer

Maesgeirchen Mobile service

We have made some changes to the Post Office services at Eglwys Bach and Rowen.

Eglwys Bach Outreach Post Office Service, which was operating from the Eglwys Bach Village Hall, Eglwys Bach, Colwyn Bay, LL28 5UD, ceased on Thursday 20 October 2022. We have replaced this service with a Mobile Post Office service, which will operate from a new service stop, at the Car Park, Bee Inn, Maes Llan, Eglwysbach, Colwyn Bay, LL28 5UD. The Mobile service will operate on Fridays between 10:00 and 10:30.

Rowen Outreach Post Office Service, which was operating from Rowen Memorial Hall, Llanerch Estate, Rowen, Conwy Bay, LL32 8YA, ceased on Wednesday 19 October 2022. We have replaced this service with a Mobile Post Office service, which will operate from a new service stop, at the Car Park, Rowen Memorial Hall, Llanerch Estate, Rowen, Conway, LL32 8YA. The Mobile service will operate on Fridays between 10:45 and 11:15.

We would like to apologise for any inconvenience caused during this temporary closure.

We have been working hard to identify a solution to restore services locally and we are pleased to be able to reinstate a temporary Mobile Post Office service whilst we continue to seek a permanent solution.

The Mobile Post Office Service, which is a tried and tested way of maintaining services to the local communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to the local communities without relying on fixed premises that has formed part of our operational network for some years now.

We are pleased to let you know that the postmaster from Maesgeirchen Post Office who currently operates a Mobile Service in the area, has extended the Post Office Service to the communities at Eglwys Bach and Rowen. The establishment of Mobile services presents the best possible solution to restore Post Office services to these communities. These changes will take effect from Friday 4 November 2022.

Details of changes to the Post Office services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

We appreciate that for some customers the opening times may be less convenient than for others and these opening times reflect customer usage which will allow us to maintain a Post Office service to the community for the longer term. We will continue to review and monitor services on an on-going basis, and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

If you are a local representative, 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 service, please contact the National Consultation Team, as detailed 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 engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We hope that you and the local community will support the Post Office service in your area.

Yours faithfully

Carol Williams

Carol Williams
Network Provision Lead

How to contact us:

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.

Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Details of the New Mobile Post Office Service at: Eglwys Bach

Eglwys Bach Mobile Post Office

At the Car Park

Bee Inn

Maes Llan

Eglwysbach

Colwyn Bay

LL28 5UD

Services

A range of Post Office services will be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

New Opening times

Friday	10:00 – 10:30
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Getting there

This Mobile Post Office service is located approximately 100 metres from the previous Outreach Post Office service, along level terrain.

Parking is available at the Bee Inn Car Park.

Details of the New Mobile Post Office Service at: Rowen

Rowen Mobile Post Office

At the Car Park

Rowen Memorial Hall

Llanerch Estate

Rowen

Conway

LL32 8YA

Services

A range of Post Office services will be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Opening times

Friday	10:45 – 11:15
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Getting there

This Mobile Post Office service is located at the Rowen Memorial Hall Car Park.

Parking is available at the Rowen Memorial Hall Car Park.

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 **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 local 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 community 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.

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 Community 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 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

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

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community 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.