



Dear Customer

Changes to Maesgeirchen Mobile services

Local Public Consultation

We are pleased to let you know that we have restored Post Office services to the community of Rhosybol with the introduction of a Mobile service which operates from outside 1 Stad Siop Newydd, Rhosybol, Amlwch LL68 9RH.

Since this branch closed in November 2017, we've continued to look at options to enable us to restore local access to Post Office services. We are therefore pleased to inform you that the Postmaster who operates the Maesgeirchen Mobile Post Office has extended Mobile services to this location. The establishment of a Mobile service presents the best possible solution to restore Post Office services to Rhosybol.

We have also relocated Llanfairfechan Mobile service to a new operating location at the Village Inn Car Park on Penmaenmawr Road, due to traffic congestion at its current location. Both of these services commenced on 5 February 2018.

To accommodate the new Mobile service to Rhosybol, we have made some minor changes to the current hours of service at Llanfairfechan, Llanfaelog and Moelfre. These changes also commenced on 5 February 2018 and details of all the changes to these services are provided at the end of this letter.

Consulting on the changes

Although the services commenced on 5 February 2018, we're now starting a local public consultation and would like you to tell us what you think about the proposal. We would like to hear your views particularly on the following areas:

- How suitable do you think the new Mobile service and stopping points are to the communities of Rhosybol and Llanfairfechan
- How easy is it to get there
- Are there any local community issues which you think could be affected by the change
- Do you have any comments about the proposed days or opening hours of the services

If you have any comments or questions, please email or write to us via our Communication and Consultation team, whose contact details are 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". Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for these services either by entering branch name, postcode or the unique branch code:

Maesgeirchen - 169444

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	14 February 2018
Local Public Consultation ends	28 March 2018
Date of change	5 February 2018

Although the change to services has already taken place, this does not affect the period of public consultation which is ongoing until 28 March 2018.

We're carrying out consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

We will inform our customers of the final plans by displaying posters locally.

Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Operations Area Manager

How to contact us:

- 🌐 postofficeviews.co.uk
- ✉ comments@postoffice.co.uk
- ☎ Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
- ✉ FREEPOST Your Comments
Please note this is the full address to use and no further address details are required.

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.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

Details of the proposed new Mobile service:**Rhosybol Mobile Post Office**

1 Stad Siop Newydd
Rhosybol
Amlwch
LL68 9RH

Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

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.

Transport/parking

Roadside parking is available nearby.

Route

The Mobile van will stop across the road from the previous Post Office.

Proposed opening times

Monday	12:30 – 13:30
Tuesday	12:30 – 13:30
Thursday	12:30 – 13:30

Details of the proposed relocation and change of hours of Mobile service:**Llanfairfechan Mobile Post Office**

Village Inn Car Park
Penmaenmawr Road
Llanfairfechan
LL33 0NU

Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

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.

Transport/parking

The van stops in the Car Park of the Village Inn.

Route

This Post Office service is located approximately 320 metres away from its previous stopping point along varied terrain.

Proposed opening times

Monday	15:30 – 17:00
Tuesday	15:30 – 17:00
Thursday	15:30 – 17:00
Friday	15:00 – 17:00

Details of the changes to existing Mobile services:

Llanfaelog Mobile Service Forecourt Of Glandwr Shop The Wayside Llanfaelog Ty Croes LL63 5SY	Previous Opening times		New Opening times	
	Monday	10:45 – 12:15	Monday	10:45 – 12:00
	Tuesday	10:45 – 12:15	Tuesday	10:45 – 12:00
	Thursday	10:45 – 12:15	Thursday	10:45 – 12:00

Moelfre Mobile Service Outside Moelfre Library Y Ganolfan Moelfre LL72 8HA	Previous Opening times		New Opening times	
	Monday	12:45 – 13:45	Monday	13:45 – 14:45
	Tuesday	12:45 – 13:45	Tuesday	13:45 – 14:45
	Thursday	12:45 – 13:45	Thursday	13:45 – 14:45

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at postofficeviews.co.uk