



Dear Customer

Pensarn Post Office®
Previously located at: Marine Road, Pensarn, Abergele, LL22 7PR

Public Consultation – Branch Re-opening

I am writing to let you know that we are proposing to re-open the above Post Office in a new location – Premier Convenience Stores, 57 Marine Road, Pensarn, Abergele, LL22 7PS.

As you may recall Pensarn Post Office closed temporarily in August 2016 due to circumstances beyond our control. We are now able to restore the service and I am therefore, pleased to inform you that a new operator has been appointed, providing us with the opportunity to incorporate Post Office services into their Convenience store. These premises are located approximately 150 metres from the previously closed branch.

Full details of the proposed new service, are provided at the end of this letter.

Consulting on the proposed new location

We're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Before we finalise our plans, we would really like to hear your views on this proposal particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- 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

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

Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 499614

postofficeviews.co.uk

Dates for the local public consultation:

Local Public Consultation starts	5 January 2018
Local Public Consultation ends	16 February 2018
Proposed month of change	March 2018

In order to restore Post Office services to our customers Pensarn, the new branch may open in March 2018. However, this does not affect the period of public consultation which will be open between the dates stated above.

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

At the end of the consultation we will inform our customers of the final decision by displaying a poster in the proposed premises.

Thank you for considering our proposal.

Yours faithfully



Sarah Cottrell
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use
and no further address details are required.**

We've published our final plan on-line, to see it, 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 03452 66 01 15 or Textphone 03457 22 33 55.

Pensarn Post Office information sheet				
Proposed new Post Office location (subject to local public consultation)				
Address	Premier Convenience Store 57 Marine Road Pensarn Abergele LL22 7PS			
Post Office Opening hours		Mon	06:30 - 22:00	
		Tue	06:30 - 22:00	
		Wed	06:30 - 22:00	
		Thu	06:30 - 22:00	
		Fri	06:30 - 22:00	
		Sat	06:30 - 22:00	
		Sun	07:00 - 22:00	
Distance	150 metres away from the previous branch, along level terrain.			
Products & Services	The same range of services will continue to be available.			
Accessibility & Accessibility works	Access and facilities This branch has a wide door and level access at the entrance.			
	Transport/parking Roadside parking is available nearby.			
Local Public Consultation starts	5 January 2018			
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Proposed month of change	March 2018			

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 www.postofficeviews.co.uk