



Dear Customer

Local public consultation – Decision

**Porthmadog Post Office
Rowlands Pharmacy, Bank Place, Porthmadog, LL49 9AD**

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 (currently Davies stores) Rowlands Pharmacy at 57-59 High Street, Porthmadog, LL49 9LR, where it will be operated by a retail partner.

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.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 17:30 on Thursday 6 November 2025, with the new branch opening, at (currently Davies stores) Rowlands Pharmacy at 57-59 High Street, Porthmadog, LL49 9LR, at 09:00 on Monday 17 November 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:

- Tremadog Post Office, 13-15 Market Square, Tremadog, Porthmadog, LL49 9RB
- Penrhyndeudraeth Post Office, Church Street, Penrhyndeudraeth, LL48 6AD

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 0345722 33 55.

Appendix A

Response to Local Public Consultation

Consultation started: Thursday 3 July 2025

Consultation ended: Thursday 14 August 2025

Consultation responses

- 20 responses from customers and local representatives

Key issues raised:

- Internal Space
- Serving Counters and Queueing

Response to issues raised:

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 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.

Serving Counters and Queueing

The new Post Office will be housed within a dedicated area of the pharmacy with two open plan serving positions which has been based on current and forecast future business levels. We have worked with the postmaster to monitor service standards to ensure they are maintained and that staffing levels are aligned to meet customer demand particularly at busy periods. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queueing.

We will continue to monitor service demand in the area, along with customer usage at the new branch following the move and will work with the branch to make sure service standards are maintained.

Porthmadog Post Office Information Summary

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

New Location	
(currently Davies stores) Rowlands Pharmacy, 57-59 High Street, Porthmadog, LL49 9LR	
New opening times	
Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed
Services available	
The same products and services will continue to be available.	
Serving positions	
There will be two open plan serving positions in total.	
Access	
The new premises currently has two entrances. However, construction work will be carried out to close one entrance off. The available remaining entrance will have a wide door and level access. Internally, there will be Low-level serving counters, a low-level writing desk, a hearing loop and space for wheelchairs.	
Getting there	
The new branch will be located approximately 65 metres away from the current branch, along mostly level terrain. There is time restricted roadside parking available directly outside the proposed premises.	
Store retail available	Pharmacy.

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

Call: 03452 66 01 15

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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.