



Dear Customer

**Local public consultation – Decision**

**Porthyfelin Post Office  
Porthyfelin, Holyhead, LL65 1AU**

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 Marina Stores Café Bar at Holyhead Marina, Newry Beach, Holyhead, LL65 1YA, where it will to be operated by the existing postmaster.

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.

We're currently making the final arrangements for the move and further information will be provided in branch once the dates have been agreed.

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://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  
Network Provision Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](https://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.**

## **Appendix A**

### **Response to Local Public Consultation**

**Consultation started** 24 March 2023

**Consultation ended** 5 May 2023

#### **Consultation responses**

- 19 responses from customers

#### **Key issues raised**

- Distance
- Parking

#### **Response to issues raised**

##### **Distance**

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We can only apologise for this, and we remain confident the move will not significantly impede customer access to Post Office services.

The new premises will be located near the seafront, approximately 400 metres from the current branch along a varied terrain. We believe this relocation is the most effective way to secure the long-term viability of Post Office services in Porthyfelin.

##### **Parking**

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and has confirmed that parking will be available for customers at the Marina Square Car Park. In addition, there will two designated disabled bays located directly outside the new premises. We are therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

## Appendix B

### Porthyfelin Post Office Information Sheet

Marina Stores Café Bar  
Holyhead Marina  
Newry Beach  
Holyhead  
LL65 1YA

#### New opening hours

Monday - Friday	09:00 – 13:00 & 14:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

**During the Coronavirus pandemic the branch 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](http://www.postoffice.co.uk/branch-finder)

#### Products & Services

The same range of Post Office products and services will continue to be available. Additionally, rod fishing licence applications previously available until 15 January 2023, will now be available through the Environmental Agency on the link below:  
<https://www.gov.uk/fishing-licences/buy-a-fishing-licence>

#### Serving positions

There will be a low-level screened Post Office serving point located in a dedicated area within the new premises.

#### Access

There will be two entrances available for customers to use at the new premises. An entrance will be located towards the seafront with a wide door and level access for customers. Customers will also be able to access the new premises via a wide door with ramp access from the Marina Square Car Park. Internally, there will be a hearing loop and space for a wheelchair.

#### Getting there

The new branch will be located approximately 400 metres away from the current branch, along varied terrain.

There will be parking available for customers at the Marina Square Car Park. In addition, there will be two designated disabled bays located directly outside the new premises.

#### Retail

Convenience Store/Café & Bar

#### Date of move

To be confirmed

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## **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](https://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 branch<sup>1</sup>
- 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-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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 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, Consumer 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**  
**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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 <sup>3</sup> and <sup>4</sup> 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.