



Dear Customer

Local public consultation - Have your say

Rhyl Post Office

32-34 High Street, Rhyl, LL18 1ET

We are proposing to move the above Post Office branch to a new location – Rhyl Mini Market, 11 Bodfor Street, Rhyl, LL18 1AS and subject to consultation it will operate as one of our local style branches.

Why are we proposing this move?

Our priority is to safeguard our services in the locality in the longer term. This branch is currently operated under a short-term contract, and we have been seeking a more sustainable solution. We are therefore proposing to move this branch to an alternative location. We are pleased to inform you that a new agent has been appointed to operate Rhyl Post Office from the above new location, subject to consultation.

We'd like your help

We're now starting a period of local public consultation and your feedback is important to us as it will help to inform our decision. For more details of the proposed services and accessibility, please see the branch information summary later in this consultation document.

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- **How easy is it to get to the proposed new location?**
- **Are the new premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the proposed Post Office move?**
- **If the move were to proceed, is there anything we could do to make it easier for customers?**

Please note the proposed change of management of the branch is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

| | |
|----------------------------------|-----------------------|
| Local Public Consultation starts | 1 March 2023 |
| Local Public Consultation ends | 12 April 2023 |
| Proposed month of change | April/May 2023 |

You can share your views on the proposed change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **664614**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



Good to know

- Customers would access Post Office services at two low-screened, open-plan, modern serving points that are part of the retail counter.
- Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office serving points.
- The Post Office would offer similar products and services over longer opening hours so customers can access their branch when it's convenient. Customer satisfaction with local style branches is high, and many customers visit outside traditional opening hours.
- All staff employed to work in the proposed new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand the changes we are proposing to Rhyl Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell

**Sarah Cottrell
Network Provision Manager
Post Office Limited**

Rhyl Post Office Information Summary

| Current Location | Proposed New Location |
|---|--|
| Rhyl Post Office 32-34 High Street Rhyl LL18 1ET | Rhyl Mini Market 11 Bodfor Street Rhyl LL18 1AS |

Current opening hours

| | |
|----------|---------------|
| Mon- Fri | 09:00 – 17:30 |
| Sat | 09:00 – 12:30 |
| Sun | Closed |

Proposed opening hours

| | |
|-----------|---------------|
| Mon - Fri | 08:00 - 20:00 |
| Sat | 08:00 - 20:00 |
| Sun | 10:00 – 19:00 |

**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**

Products & Services

Similar services would still be available. The current branch has an external Post Office branded cash machine; however this will not be transferred to the proposed new premises.

Serving positions

There would be two open plan serving positions at the retail counter. The total number of serving positions has been based on current and future predicted business levels.

Access

Access is currently via a tarmac step and a wide door at the entrance to the proposed premises, however works would be carried out to provide a permanent ramp. Internally there would be a hearing loop and space for a wheelchair.

Getting there

The proposed new branch would be located approximately 280 metres away from the current branch, along mostly level terrain. There is time restricted roadside parking opposite the new location. Public transport available to and from the surrounding areas. Rhyl bus station is approximately 150 metres away from the proposed premises.

Retail

Convenience store

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.

Rhyl Post Office services available

For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.

| | Current branch | New branch |
|---|----------------|--|
| Mail | | |
| First & Second Class mail | ✓ | ✓ |
| Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only) | ✓ | ✓ |
| Special stamps (Christmas issue only) & postage labels | ✓ | ✓ |
| Signed For | ✓ | ✓ |
| Special Delivery | ✓ | ✓ |
| Home shopping returns | ✓ | ✓ |
| Inland small, medium & large parcels | ✓ | ✓ |
| Express & contract parcels | ✓ | ✓ |
| British Forces Mail (BFPO) | ✓ | ✓ |
| International letters & postcards (inc. Tracked & Signed) | ✓ | ✓ |
| International parcels up to 2kg & printed papers up to 5kg | ✓ | ✓ |
| Parcelforce Worldwide International parcels | ✓ | ✓ |
| Articles for the blind (inland & international) | ✓ | ✓ |
| Royal Mail redirection service | ✓ | ✓ |
| Local Collect | ✓ | ✓ |
| Drop & Go | ✓ | ✓ |
| Withdrawals, deposits and payments | | |
| Post Office Card Account | ✓ | ✓ |
| All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual). | ✓ | ✓ |
| Postal orders | ✓ | ✓ |
| MoneyGram | ✓ | ✓ |
| Change giving | ✓ | ✓ |
| Bill payments (card, barcoded or manual) | ✓ | ✓ |
| Key recharging | ✓ | ✓ |
| Driving | | |
| Vehicle tax | ✓ | ✓ |
| Travel | | |
| Pre-order travel money | ✓ | ✓ |
| On demand travel money | ✓ | Euro/Dollar |
| Travel insurance referral | x | ✓ |
| On demand travel insurance | ✓ | x |
| Passport Check & Send | ✓ | x |
| | | |
| Mobile Top-ups & E vouchers | ✓ | ✓ |
| Payment by cheque | ✓ | ✓ |
| Products marked x are available at Abergele Post Office, 21 Market Street, Abergele, LL22 7AG | | Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30 |

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 branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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, 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](https://postofficeviews.co.uk)

Comments@postoffice.co.uk

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Textphone: 03457 22 33 55

¹ 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.

² 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.

³ 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.

⁴ 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 ³ and ⁴ 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.

