



Dear Customer

Ronald Road Post Office®
163 Conway Road, Llandudno Junction, LL31 9EG

I am writing further to our recent consultation proposing to move Ronald Road Post Office to Mangara Trading Limited 169 Conway Road, Llandudno Junction, LL31 9EG.

In our proposal we incorrectly stated that a permanent ramp would be provided however there is a step at the entrance. To assist less able customers a portable ramp will be available, a grab rail and bell with signage would be installed to help attract staff assistance.

Our original consultation ended on 30 July 2019 and as this access information was not covered we will now be undertaking a further 2 week period of public consultation. All feedback received so far will be considered together with any we receive during this additional period. We welcome any comments or questions you may have on this particular aspect of the proposal. Please note that we will be accepting further responses until Tuesday 24 September 2019. I've enclosed an updated branch information sheet for your convenience.

Posters and leaflets will now be displayed in branch to let customers know about the change to the access arrangements into the proposed premises and to ask if they have any further comments.

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 this branch either by branch name, postcode or the unique branch code **456614**

postofficeviews.co.uk

Thank you for your time taken. We'll let you know our final plans by displaying a poster in the branch or if you are a local representative I'll be in touch again to let you know our final plans in due course.

Yours faithfully

Carol Williams

Carol Williams
Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

This is all you need to add to your envelope for your letter to reach us

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.

Post Office information sheet																														
	Current Post Office location	Proposed new Post Office branch location (subject to local public consultation)																												
Address	163 Conway Road Llandudno Junction LL31 9EG	Mangara Trading Limited 169 Conway Road Llandudno Junction, LL31 9EG																												
Post Office opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 12:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed	<table border="1"> <tr><td>Mon</td><td>09:00 – 19:00</td></tr> <tr><td>Tue</td><td>09:00 – 19:00</td></tr> <tr><td>Wed</td><td>09:00 – 19:00</td></tr> <tr><td>Thu</td><td>09:00 – 19:00</td></tr> <tr><td>Fri</td><td>09:00 – 19:00</td></tr> <tr><td>Sat</td><td>09:00 – 17:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 19:00	Tue	09:00 – 19:00	Wed	09:00 – 19:00	Thu	09:00 – 19:00	Fri	09:00 – 19:00	Sat	09:00 – 17:00	Sun	Closed
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Distance	23 metres away from the current branch, along level terrain.																													
Accessibility	<p>Access and facilities Current branch has a wide door, and level access. Internally, there is space for a wheelchair.</p> <p>Parking Roadside parking is available nearby.</p>	<p>Access and facilities Currently there is a step at the entrance to the proposed premises however, a portable ramp would be provided on request. A bell with signage and a grab rail will be installed.</p> <p>Parking Roadside parking is available nearby.</p>																												
Retail	Cards and stationery	Convenience store																												

To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.

Principles of Community Engagement on changes to the Post Office network

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- 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-week⁵ 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, 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.

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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ 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 2 and 3 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.

⁴ 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.

⁵ 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.