



Dear Customer

Local public consultation – Decision

**Wepre Post Office
92 High Street, Connahs Quay, Deeside, CH5 4DD**

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 15 Chester Road West, Shotton, Deeside, CH5 1DF, (formerly Natwest Bank), where it will operate as one of our main style branches and will be known as Shotton Post Office.

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 16:30 on Wednesday 2 April 2025, with the new branch opening, at 15 Chester Road West, at 09:00 on Tuesday 11 April 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:

- Connahs Quay Post Office, Unit 4-5, Red Hall Precinct, Connahs Quay, Deeside, CH5 4TS
- Aston Post Office, 21-23 Central Drive, Aston, Deeside, CH5 1LR

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

Appendix A

Response to Local Public Consultation

Consultation started Friday 29 November 2024

Consultation ended Friday 10 January 2025

Consultation responses

- 34 responses from customers and local representatives

Key issues raised

- Distance
- Parking
- ATM Machine

Response to issues raised

Distance

Customers welcomed and supported the move because the new location is more central and offers convenient access to Post Office services. Some customers raised concerns that they will have further to travel to access Post Office services. I acknowledge that for some customers the move may mean a slightly longer journey than currently, however the new premises are located closer to the town, with a walking distance from the previous site. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. However, we remain confident the move will not significantly impede customer access to Post Office services.

We can confirm the new branch will be located approximately 750 metres away from the previous branch, along varied terrain. We believe this relocation is the most effective way to secure the long-term viability of Post Office services in the local community. We can confirm pedestrian access to the new location has well maintained pavements, with dropped kerbs along the route from the previous site.

Parking

While we have considered some comments raised about parking in the area surrounding the new premises, it is fair to say that this is a problem 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 we can confirm that customers using their own transport, time restricted parking is available nearby and a number of Pay and Display carparks available in the surrounding area with dedicated disabled parking, located on Charmleys Lane, King George Street and Alexandra Street. We are therefore satisfied that there is adequate car parking in the area surrounding the new branch to meet the needs of customers using the new Post Office.

ATM Machine

The external Post Office branded cash machine from the previous branch will be transferred to the new branch.

Appendix B

Shotton 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																	
15 Chester Road West, Shotton, Deeside, CH5 1DF																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>08:00 – 17:00</td></tr><tr><td>Tuesday</td><td>08:00 – 17:00</td></tr><tr><td>Wednesday</td><td>08:00 – 17:00</td></tr><tr><td>Thursday</td><td>08:00 – 17:00</td></tr><tr><td>Friday</td><td>08:00 – 17:00</td></tr><tr><td>Saturday</td><td>09:00 – 13:00</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New opening times		Monday	08:00 – 17:00	Tuesday	08:00 – 17:00	Wednesday	08:00 – 17:00	Thursday	08:00 – 17:00	Friday	08:00 – 17:00	Saturday	09:00 – 13:00	Sunday	Closed
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Saturday	09:00 – 13:00																
Sunday	Closed																
Products and Services																	
The same range of products and services will continue to be available.																	
Serving positions																	
There will be three serving positions in total: one screened, one open plan and a Post Office serving point at the retail counter.																	
Access																	
The new premises will have a wide automatic door and level access at the entrance. Internally, there will be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.																	
Getting there																	
The new branch will be located approximately 750 metres away from the previous branch, along mostly level terrain. Time restricted parking is available nearby on Alexandra Street. There are a number of Pay and Display car parks available in the surrounding area with dedicated disabled parking, located on Charmleys Lane, King George Street and Alexandra Street.																	
Store retail available	Cards and stationery.																

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.

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

Comments@postoffice.co.uk

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.