



Dear Customer,

Unplanned Service Closure

**Ashbourne Road Outreach Service
Affecting Kingsley, Ellastone, Alstonefield, Waterhouses, Oakamoor & Quarnford
Outreach services**

We are writing to inform you that, regrettably, Quarnford Outreach service located at Flash Village Hall, Quarnford, Buxton, SK17 0SW, will no longer be available due to low customer usage. This service will, therefore, be closing on Wednesday 18 June 2025 at 13:15.

When a Post Office branch closes, unexpectedly, Post Office undertake a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office services. Consequently, we are not looking to replace Quarnford Outreach service at this time.

There will need to be some changes to the current services to accommodate these changes affecting the opening times at; Kingsley, Ellastone, Alstonefield, Waterhouses and Oakamoor Outreach services. These changes will also take effect week commencing Monday 23 June 2025. Further details of the changes to these services are provided at the end of this letter.

We will display posters to tell customers about these changes. 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 what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We apologise for the inconvenience the closures may cause and hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are also provided at the end of this letter and the latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We continue to monitor service usage in the area and will ensure that any service provision is sustainable for both the person operating the service, and for Post Office Limited.

We're carrying out this communication in line with our Principles of Community Engagement. An extract of this is available at the end of this letter.

Yours faithfully,

Karl Haddon

**Karl Haddon
Area Change Manager**

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of alternative branches for Quarnford Outreach Service:

Higher Buxton Post Office		Services
12a High Street Buxton SK17 6EU		Offers similar services, with the addition of a comprehensive range of Travel Money and Vehicle Tax.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 4.8 miles from Quarnford Outreach service, along varied terrain. Pay & Display Car park, with disabled bays, is available nearby. There are local buses serving the surrounding area.		

Longnor Post Office		Services
Longnor Buxton SK17 0NS		Offers similar services, with the addition of Vehicle Tax, however excluding Dollar Travel Money and On Demand Travel Insurance. .
Opening times		Access
Mon, Tue, Thu & Fri	09:00 – 13:00 14:00 – 17:30	This branch has a step at the entrance to the premises.
Wed & Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 4.8 miles from Quarnford Outreach service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.		

Customers may also use Harpur Hill Drop & Collect services located at 18 Burlow Road, Buxton, SK17 9JA, which offers limited services.

Details of the change to existing Outreach service opening hours:			
Kingsley Outreach Service		Kingsley Village Hall, High Street, Kingsley, Stoke-on-Trent, ST10 2AE	
Current opening times		New opening times	
Monday	14:45 – 16:45	Monday	14:30 – 16:30
Thursday	14:45 – 16:45		

Details of the change to existing Outreach service opening hours and day:			
Ellastone Outreach Service		Ellastone Parish Hall, Church Lane, Ellastone, Ashbourne, DE6 2HB	
Current opening times		New opening times	
Monday	09:30 – 11:30	Monday	09:30 – 11:30
Thursday	09:30 – 11:30		

Details of the change to existing Outreach service opening hours:			
Alstonefield Outreach Service		The Village Hall, Alstonefield, Ashbourne, DE6 2FX	
Current opening times		New opening times	
Monday	12:15 – 14:15	Monday	12:00 – 14:00
Thursday	12:15 – 14:15		

Details of the change to existing Outreach service opening hours:			
Waterhouses Outreach Service		Community Bungalow, Waterfall Lane, Waterhouses, Stoke-on-Trent, ST10 3HT	
Current opening times		New opening times	
Tuesday	12:00 – 14:00	Tuesday	12:00 – 14:00
Wednesday	13:45 – 15:45	Friday	10:00 – 12:00
Friday	10:00 – 12:00		

Details of the change to existing Outreach service opening hours:			
Oakamoor Outreach Service		Oakamoor Village Hall, Oakamoor, Stoke-on-Trent, ST10 3AA	
Current opening times		New opening times	
Friday	12:30 – 14:30	Friday	12:15 – 14:15

Details of the existing Outreach service opening hours:	
Sheen Outreach Service	The Village Hall, Sheen, Buxton, SK17 0ES
Opening times	
Tuesday	09:30 – 11:30

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

- Opening hours
- Unplanned closure¹/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.