



Dear Customer

**Local public consultation – Decision**

**Elton Post Office  
McColls Store, 1 - 2 Elton Shopping Precinct, Elton, Chester, CH2 4LU**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed and open the above Post Office at Spar Elton at Unit 11, Elton Shopping Precinct, 8 Ince Lane, Elton, Chester, CH2 4LU, where it will be operated by a retail partner, as one of our local style branches.

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 previous branch at McColls Store, 1 - 2 Elton Shopping Precinct closed on Tuesday 17 January 2023.

We are pleased to confirm, your new branch is scheduled to at Spar Elton, Unit 11, Elton Shopping Precinct on Thursday 23 February 2023 at 09:00. If there are any unforeseen circumstances which mean if the opening date changes, posters will be displayed in Spar Elton to let customers know.

In the interim customers may continue to use any Post Office branch for everyday Post Office products and services. Details of two alternative Post Office branches are provided below for your convenience:

- Helsby Post Office, 205 Chester Road, Helsby, Frodsham, WA6 0DA
- Mickle Trafford Post Office, 2 Wells Close, Mickle Trafford, Chester, CH2 4DZ

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** 9 December 2022

**Consultation ended** 20 January 2023

#### **Consultation responses**

- 11 responses from customers

#### **Key issues raised**

- **Distance, Route, and Location**
- **Traffic and Parking**
- **Access**
- **Counter Position and Staff**

#### **Distance, Route, and Location**

The new branch will be located 50 metres away from the previous branch, along level terrain, within the same shopping precinct.

#### **Traffic and Parking**

Whilst we have considered the concerns raised about parking and the traffic congestion in the area surrounding the new location, generally, this is a problem faced in many locations nationwide and the availability of parking spaces is outside the direct control of Post Office Limited. For customers using their own transport, we can confirm there is a large car park at Elton Shopping Precinct with designated marked disabled parking bays. We are therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

#### **Access**

We recognise that the Post Office plays an important part in the lives of our customers, particularly to the older and disabled people and we want to make our services as accessible as possible. Access will be level with wide automatic doors at the entrance to the new branch. Internally, there will be a hearing loop and space for a wheelchair.

Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the style local Post Office to operate alongside the retail offer. We will be working closely with the new agent on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

#### **Counter Position and Staff**

The local style Post Office will operate from a Post Office serving point located at the shop counter, enabling customers to carry out the same range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better.

The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling. Additionally, all staffing levels will be aligned to meet customer demand particularly at peak times.

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

## Appendix B

### Elton Post Office Information Sheet

Spar Elton  
Unit 11  
Elton Shopping Precinct  
8 Ince Lane  
Elton  
Chester  
CH2 4LU

#### New opening hours

Monday	08:00 – 20:00
Tuesday	08:00 – 20:00
Wednesday	08:00 – 20:00
Thursday	08:00 – 20:00
Friday	08:00 – 20:00
Saturday	08:00 – 20:00
Sunday	08:00 – 20:00

**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](https://www.postoffice.co.uk/branch-finder)

#### Products & Services

A similar range of products and services will still be available, with the addition of Euros and Dollars Travel Money.

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 Post Office serving point at the retail counter.

#### Access

Access will be level with wide automatic doors at the entrance to the new branch. Internally, there will be a hearing loop and space for a wheelchair.

#### Getting there

The new branch will be located within the same shopping precinct, approximately 50 metres away from the previous branch, along level terrain.

There is a large car park at Elton Shopping Precinct with designated marked disabled parking bays.

#### Retail

Convenience Store

#### Date of opening

Thursday 23 February 2023 at 09:00

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## Elton Post Office services available

For information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the operator.

	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	✓
<b>Withdrawals, deposits and payments</b>	
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	✓
<b>Driving</b>	
Vehicle tax	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros & Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	
Other Products are available at <b>Helsby</b> Post Office, 205 Chester Road, Helsby, Frodsham, WA6 0DA	Opening times: Mon – Fri      09:00 – 17:30 Sat              09:00 – 12:00
and at <b>Mickle Trafford</b> Post Office, 2 Wells Close, Mickle Trafford, Chester, CH2 4DZ	Opening times Mon – Fri      08:00 – 18:00 Sat              08:00 – 13:00 Sun              09:00 – 11:00

## **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, 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**  
**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.