



Dear Customer

Elton Post Office®
Previously located at: Unit 4 Elton Shopping Precinct, Ince Lane,
Elton, Chester, CH2 4LX

Local Public Consultation Decision

I'm writing to confirm our final plans and let you know of the outcome of our local public consultation for the above branch. Elton Post Office closed temporarily in December 2016 and I am now pleased to confirm that the branch reopened on Wednesday 26 July 2017 at McColl's Retail Group, 1-2 Elton Shopping Precinct, Ince Lane, Elton, Chester, CH2 4LU, where it is now operating as one of our new local style Post Office branches.

We received 13 individual responses from customers during the local public consultation period. The main feedback welcomed the restoration of Post Office services to the local community, while other feedback questioned the availability of space within the new premises. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. Access at the store is level and via a wide door at the entrance. Internally the new branch is in line with Post Office specifications, with sufficient space for the Post Office service to operate alongside the retail offer. We have worked closely with the new operator on the internal layout and some fixtures and fittings have been re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We have worked with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discussed issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there are strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office operates from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. I am also pleased to let you know that we have enhanced the range of products which are available at the new branch and customers are still able to transact manual banking, Transcash, and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment. Customers can also access the full range of Post Office products and services at Frodsham Post Office which can be reached by a direct bus service.

The change also means that local residents now benefit from significantly longer opening hours, including Saturday afternoon, 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. 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.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 326614

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.





Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

This document is also available to view online, to see it – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

Elton Post Office information sheet

Address	McColl's Retail Group 1-2 Elton Chopping Precinct Elton Chester CH2 4LU														
Opening hours	<table border="1"><tr><td>Mon</td><td>06:00 – 18:00</td></tr><tr><td>Tue</td><td>06:00 – 18:30</td></tr><tr><td>Wed</td><td>06:00 – 18:30</td></tr><tr><td>Thu</td><td>06:00 – 18:00</td></tr><tr><td>Fri</td><td>06:00 – 18:30</td></tr><tr><td>Sat</td><td>06:00 – 18:30</td></tr><tr><td>Sun</td><td>06:30 – 14:00</td></tr></table>	Mon	06:00 – 18:00	Tue	06:00 – 18:30	Wed	06:00 – 18:30	Thu	06:00 – 18:00	Fri	06:00 – 18:30	Sat	06:00 – 18:30	Sun	06:30 – 14:00
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Fri	06:00 – 18:30														
Sat	06:00 – 18:30														
Sun	06:30 – 14:00														
Distance	25 metres away from the previous branch, along level terrain.														
Accessibility & accessibility works	Access and facilities The new premises has a wide door and level access at the entrance. Internally, there would be a hearing loop and space for a wheelchair. Parking No change.														
Retail	Convenience store														
Date of Relocation	Wednesday 26 July 2017														

Elton Post Office® services available

Our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	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. signed for & Airsure)	✓
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	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
Products marked x are available at Frodsham Post Office, 80 Main Street, Frodsham, WA6 7AR	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30