



Dear Customer

**Kingsley Post Office®**  
**Previously located at: Co-Operative Group Food Ltd, The Cross,**  
**Kingsley, Frodsham, WA6 8EE**

**Local public consultation decision**

We writing to confirm that following a period of local public consultation and review we have made a decision and proceeded with the move of the above Post Office to Co-operative Group Food Ltd at Hollow Lane, Kingsley, Frodsham, WA6 8EF. The current operator, Co-operative Group Food Ltd, will continue to operate this service from these new premises.

The current branch closed at 12:30 on Saturday 18 August 2018, and the new branch opened, at Co-operative Group Food Ltd at Hollow Lane, Kingsley, at 13:00 on Thursday 23 August 2018. Please accept our apologies for the late notification on this occasion.

Most respondents supported the move as this will enable us to maintain Post Office services to the local community and welcomed the ease of access and longer opening hours. We 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.

This information is also available on the Post Office Consultation Hub at:  
[postofficeviews.co.uk](http://postofficeviews.co.uk)

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

*Mike J Ball*

**Mike J Ball**  
**Multiples Account Executive**

**How to contact us:**

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [postoffice.co.uk/privacy](http://postoffice.co.uk/privacy)

**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** 13 April 2018

**Consultation ended** 25 May 2018

#### **Consultation responses**

- 10 responses from customers

#### **Key issues raised**

- Counters
- Queues
- Privacy, Security and Staff Training

### **Response to issues raised**

#### **Counters**

Inside the store, the new Post Office has a security screened counter and a further Post Office serving point located at the retail counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

#### **Queues**

We have worked closely with the operator to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers including wheelchair users have sufficient space to move around the store. Post Office customers will also benefit from longer opening hours provided at the retail counter which will be open seven days a week, giving customers greater flexibility and the option of visiting the Post Office at times that suit them better. It also means that some customers won't have to join the main Post Office queue, helping to reduce waiting times at the main counter. Also staffing levels are aligned to meet customer demand particularly at peak times.

#### **Privacy, Security and Staff Training**

The operator and their staff have been fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training includes guidance on respecting customer confidentiality and safeguarding privacy. They have also completed compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

## Appendix B

### Kingsley Post Office information sheet

<b>Address</b>	Co-operative Group Food Ltd Hollow Lane Kingsley Frodsham WA6 8EF														
<b>Opening hours</b>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Monday</td><td>09:00 - 17:30</td></tr> <tr><td>Tuesday</td><td>09:00 - 17:30</td></tr> <tr><td>Wednesday</td><td>09:00 - 17:30</td></tr> <tr><td>Thursday</td><td>09:00 - 17:30</td></tr> <tr><td>Friday</td><td>09:00 - 17:30</td></tr> <tr><td>Saturday</td><td>09:00 - 17:30</td></tr> <tr><td>Sunday</td><td>09:00 - 12:30</td></tr> </table>	Monday	09:00 - 17:30	Tuesday	09:00 - 17:30	Wednesday	09:00 - 17:30	Thursday	09:00 - 17:30	Friday	09:00 - 17:30	Saturday	09:00 - 17:30	Sunday	09:00 - 12:30
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<b>New Opening times of Post Office Service at Retail counter</b>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Monday</td><td>07:00 - 22:00</td></tr> <tr><td>Tuesday</td><td>07:00 - 22:00</td></tr> <tr><td>Wednesday</td><td>07:00 - 22:00</td></tr> <tr><td>Thursday</td><td>07:00 - 22:00</td></tr> <tr><td>Friday</td><td>07:00 - 22:00</td></tr> <tr><td>Saturday</td><td>07:00 - 22:00</td></tr> <tr><td>Sunday</td><td>07:00 - 22:00</td></tr> </table>	Monday	07:00 - 22:00	Tuesday	07:00 - 22:00	Wednesday	07:00 - 22:00	Thursday	07:00 - 22:00	Friday	07:00 - 22:00	Saturday	07:00 - 22:00	Sunday	07:00 - 22:00
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<b>Distance</b>	110 metres away from the previous branch, along varied terrain.														
<b>Products &amp; Services</b>	Majority of Post Office products and services will be available.														
<b>Serving positions</b>	There are two serving positions, one screened and a Post Office serving point provided for use at the retail counter and available during shop opening hours.														
<b>Accessibility</b>	<p><b>Access and facilities</b> The new premises has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Roadside parking is available nearby on Hollow Lane.</p>														
<b>Retail</b>	Convenience store														
<b>Date of move</b>	13:00 on Thursday 23 August 2018														

**Kingsley Post Office® services available**

**For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

	<b>New branch</b>
<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	<b>Express 24 &amp; 48</b>
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	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros &amp; Dollars</b>
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	
Products marked ✗ are available at <b>Frodsham</b> Post Office, 80 Main Street, Frodsham, WA6 7R	<b>Car tax only</b> Opening times: Mon – Fri      09:00 – 17:30 Sat                09:00 – 12:30

## **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 closure<sup>1</sup>/ 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 representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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 branch<sup>4</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>5</sup> 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.

**postofficeviews.co.uk**  
**comments@postoffice.co.uk**  
**FREEPOST Your Comments**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

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

<sup>2</sup> 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.

<sup>3</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 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.

<sup>4</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>5</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.