



Dear Customer

**Branch Unplanned Closure**

**Trefonen Post Office  
Trefonen, Oswestry, Shropshire, SY10 9DQ**

**Affecting:**

**Rhydycroesau, Llansilin, Weston Rhyn, Knockin, West Felton, Ruyton X1 Towns,  
Cockshutt, Bomere Heath, Bangor Is Y Coed and Clive Hosted Outreach Services**

We are writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing on Tuesday 17 June 2025 at 17:30.

The provision of a Post Office service to our customers in the local community is important to us, and we will continue to work hard to restore services in the area. We would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy for Trefonen Post Office branch is currently being advertised on our website [www.runapostoffice.co.uk](http://www.runapostoffice.co.uk) and applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

The postmaster from Trefonen Post Office also runs the following 10 Hosted Outreach Services: Rhydycroesau, Llansilin, Weston Rhyn, Knockin, West Felton, Ruyton X1 Towns, Cockshutt, Bomere Heath, Bangor Is Y Coed and Clive.

As a result of the closure of Trefonen Post Office, all of these outreach services will also be closing during the week between 11 – 17 June 2025. We will provide a further update regarding the future of these outreach services if we receive any new information.

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”.

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the core branch to inform customers.

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.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

Yours faithfully

*Carol Williams*

**Carol Williams**  
**Area Change Manager**

**How to contact us:**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

## Alternative branches for Trefonen Post Office:

### Trefonen, Oswestry, Shropshire, SY10 9DQ

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

For additional information about product availability call 03457 223344.  
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.  
Postage services from other companies are also available in selected branches.

Oswestry Post Office		Services
17 Willow Street Oswestry Shropshire, SY11 1AG		Offers the same services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon, Wed, Thurs & Fri	09:00 – 17:30	There is a ramp with handrails at the entrance to the premises.
Tues	09:30 – 17:30	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 2.8 miles from Trefonen Post Office, along varied terrain. Roadside parking with disabled parking bays is available nearby. Local buses serve the area. The nearest bus stop is directly outside this Post Office.		

Pant Post Office		Services
Morrisons Daily Neighbours Store Pant, Oswestry Shropshire, SY10 9QF		Offers similar services, however excluding Euro Travel Money.
Opening times		Access
Mon - Sun	07:00 – 21:00	Access is level at the entrance to the premises.
Getting there		
Approximately 4.8 miles from Trefonen Post Office, along varied terrain. Roadside parking is available nearby. Local buses serve the area.		

## Alternative branches for Rhydycroesau Outreach:

### **The Village Hall, Rhydycroesau, Oswestry, SY10 7PS**

Oswestry Post Office		Services
17 Willow Street Oswestry SY11 1AG		Offers the same services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon, Wed, Thurs & Fri	09:00 – 17:30	There is a ramp with handrails at the entrance to the premises.
Tues	09:30 – 17:30	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 3.9 miles from Rhydycroesau Outreach, along varied terrain. Roadside parking with disabled parking bays is available nearby. Local buses serve the area. The nearest bus stop is directly outside this Post Office.		

Cabin Lane Post Office		Services
Co-Op 1 Cabin Lane, Oswestry SY11 2DZ		Offers similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Tues	09:00 – 17:00	Access at the entrance to the premises is level via steps with handrails. There is a wide automatic door at the entrance.
Wed - Fri	09:00 – 17:30	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 4.5 miles from Rhydycroesau Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

## Alternative branches for Llansilin Outreach:

### Caple Wesle, Oswestry, SY10 7QB

Oswestry Post Office		Services
17 Willow Street Oswestry SY11 1AG		Offers the same services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon, Wed, Thurs & Fri	09:00 – 17:30	There is a ramp with handrails at the entrance to the premises.
Tues	09:30 – 17:30	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 6.3 miles from Llansilin Outreach, along varied terrain. Roadside parking with disabled parking bays is available nearby. Local buses serve the area. The nearest bus stop is directly outside this Post Office.		

Llansanffraid Post Office		Services
SPAR Llansanffraid, Powys SY22 6AQ		Offers similar services, with the addition of Euro Travel Money.
Opening times		Access
Mon, Tues, Thurs & Fri	08:30 – 13:00 & 13:30 – 17:00	There is level access and wide automatic doors at the entrance to the premises.
Wed	08:30 – 13:00 & 13:30 – 16:00	
Sat	08:30 – 12:00	
Sun	Closed	
Getting there		
Approximately 6.5 miles from Llansilin Outreach, along varied terrain. There is a customer car park with disabled parking bays. There are local buses serving the surrounding area		

## Alternative branches for Weston Rhyn Outreach:

Vicarage Lane, Weston Rhyn, Oswestry, SY10 7RF

Chirk Post Office		Services
SPAR, 16 Church Street Chirk, Wrexham LL14 5HA		Offers the same services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, and On Demand Travel Insurance.
Opening times		Access
Mon - Sun	08:00 – 20:00	There is level access and wide automatic doors at the entrance to the premises.
Getting there		
Approximately 2 miles from Weston Rhyn Outreach, along varied terrain. There is a customer car park with disabled parking bays. There are local buses serving the surrounding area.		

St Martins Post Office		Services
Stans Superstore Oswestry SY11 3AY		Offers similar services, with the addition of Euro Travel Money.
Opening times		Access
Mon, Tues, Thurs & Fri	08:00 – 17:30	There is level access and wide automatic doors at the entrance to the premises.
Wed	08:00 – 17:00	
Sat	08:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 3 miles from Weston Rhyn Outreach, along varied terrain. There is a large customer car park onsite. There are local buses serving the surrounding area.		

## Alternative branches for Knockin Outreach:

### Knockin Assembly Rooms, Knockin, Oswestry, SY10 8HJ

Kinnerley Post Office		Services
Kinnerley Oswestry SY10 8DF		Offers the same services.
Opening times		Access
Mon - Fri	09:00 – 16:30	Access is level at the entrance to the premises.
Sat	09:00 – 16:00	
Sun	Closed	
Getting there		
Approximately 1.3 miles from Knockin Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area. The nearest bus stop is approximately 70m away.		

Nesscliffe Post Office		Services
Londis, Nesscliffe Shrewsbury SY4 1DB		Offers similar services, with the addition of Euro Travel Money.
Opening times		Access
Mon, Tues, Thurs & Fri	09:00 – 13:00 & 14:00 – 17:30	There is a ramp at the entrance to the premises.
Wed	09:00 – 13:00	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 3.9 miles from Knockin Outreach, along varied terrain. Customer parking is available nearby. There are local buses serving the surrounding area. The nearest bus stop is approximately 50m away.		

## Alternative branches for West Felton Outreach:

Village Hall, Holyhead Road, West Felton, Oswestry, SY11 4EH

Cabin Lane Post Office	Services								
Co-Op 1 Cabin Lane, Oswestry SY11 2DZ	Offers similar services, with the addition of Euro/Dollar Travel Money.								
Opening times	Access								
<table><tr><td>Mon - Tues</td><td>09:00 – 17:00</td></tr><tr><td>Wed - Fri</td><td>09:00 – 17:30</td></tr><tr><td>Sat</td><td>09:00 – 12:30</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Tues	09:00 – 17:00	Wed - Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed	Access at the entrance to the premises is level via steps with handrails. There is a wide automatic door at the entrance.
Mon - Tues	09:00 – 17:00								
Wed - Fri	09:00 – 17:30								
Sat	09:00 – 12:30								
Sun	Closed								
Getting there									
Approximately 4.4 miles from West Felton Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.									

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Nesscliffe Post Office	Services								
Londis, Nesscliffe Shrewsbury SY4 1DB	Offers similar services, with the addition of Euro Travel Money.								
Opening times	Access								
<table><tr><td>Mon, Tues, Thurs &amp; Fri</td><td>09:00 – 13:00 &amp; 14:00 – 17:30</td></tr><tr><td>Wed</td><td>09:00 – 13:00</td></tr><tr><td>Sat</td><td>09:00 – 12:30</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon, Tues, Thurs & Fri	09:00 – 13:00 & 14:00 – 17:30	Wed	09:00 – 13:00	Sat	09:00 – 12:30	Sun	Closed	There is a ramp at the entrance to the premises.
Mon, Tues, Thurs & Fri	09:00 – 13:00 & 14:00 – 17:30								
Wed	09:00 – 13:00								
Sat	09:00 – 12:30								
Sun	Closed								
Getting there									
Approximately 4.7 miles from West Felton Outreach, along varied terrain. Customer parking is available nearby. There are local buses serving the surrounding area. The nearest bus stop is approximately 50m away.									

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## Alternative branches for Ruyton X1 Towns Outreach:

**Ruyton Village Hall, Church Street, Ruyton X1 Towns,  
Shrewsbury, SY4 1LJ**

Baschurch Post Office		Services
SPAR, Shrewsbury Road Baschurch, Shrewsbury SY4 2AY		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon - Sun	08:00 – 20:00	Access is level and there is wide automatic doors at the entrance to the premises.
Getting there		
Approximately 2.2 miles from Ruyton X1 Towns Outreach, along varied terrain. There is a customer car park onsite with disabled parking bays. There are local buses serving the surrounding area. The nearest bus stop is approximately 190m away.		

Kinnerley Post Office		Services
Kinnerley Oswestry SY10 8DF		Offers the same services.
Opening times		Access
Mon - Fri	09:00 – 16:30	Access is level at the entrance to the premises.
Sat	09:00 – 16:00	
Sun	Closed	
Getting there		
Approximately 4.6 miles from Ruyton X1 Towns Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area. The nearest bus stop is approximately 70m away.		

## Alternative branches for Cockshutt Outreach:

Shrewsbury Road, Cockshutt, Ellesmere, SY12 0JE

Ellesmere Post Office		Services
26 Scotland Street Ellesmere SY12 0EG		Offers the same services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, and On Demand Travel Insurance.
Opening times		Access
Mon & Tues	08:30 – 17:30	There is steps at the entrance to the premises.
Wed - Fri	09:00 – 17:30	
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 4.8 miles from Cockshutt Outreach, along varied terrain. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.		

Baschurch Post Office		Services
SPAR, Shrewsbury Road Baschurch, Shrewsbury SY4 2AY		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon - Sun	08:00 – 20:00	Access is level and there is wide automatic doors at the entrance to the premises.
Getting there		
Approximately 6 miles from Cockshutt Outreach, along varied terrain. There is a customer car park onsite with disabled parking bays. There are local buses serving the surrounding area. The nearest bus stop is approximately 190m away.		

## Alternative branches for Bomere Heath Outreach:

**Bomere Heath Village Hall, Shrewsbury Road, Bomere Heath,  
Shrewsbury, SY4 3PD**

Hadnall Post Office		Services
Hadnall Village Store 23 Shrewsbury Road Hadnall, Shrewsbury SY4 4AG		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is a step at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 4.2 miles from Bomere Heath Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

Baschurch Post Office		Services
SPAR, Shrewsbury Road Baschurch, Shrewsbury SY4 2AY		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon - Sun	08:00 – 20:00	Access is level and there is wide automatic doors at the entrance to the premises.
Getting there		
Approximately 4.4 miles from Bomere Heath Outreach, along varied terrain. There is a customer car park onsite with disabled parking bays. There are local buses serving the surrounding area. The nearest bus stop is approximately 190m away.		

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## Alternative branches for Bangor Is Y Coed Outreach:

Whitchurch Road, Bangor on Dee, Wrexham, LL13 0AY

Pentre Maelor Post Office		Services
18 Bridgeway East Pentre Maelor, Wrexham LL13 9RB		Offers the same services.
Opening times		Access
Mon - Fri	08:30 – 15:00	Access is level at the entrance to the premises via steps or a ramp with handrails. There is automatic doors at the entrance also.
Sat & Sun	Closed	
Getting there		
Approximately 3.2 miles from Bangor Is Y Coed Outreach, along varied terrain. Roadside parking is available outside the branch and nearby. There are local buses serving the surrounding area.		

Threapwood Outreach Service		Services
Smithy Service Station Wrexham Road, Malpas SY14 7AL		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon	09:30 – 12:30	There is a threshold strip at the entrance to the premises.
Thurs	09:30 – 12:30	
Getting there		
Approximately 4.2 miles from Bangor Is Y Coed Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

## Alternative branches for Clive Outreach:

2-3 Jubilee Street, Clive, Shrewsbury, SY4 3JZ

Hadnall Post Office		Services
Hadnall Village Store 23 Shrewsbury Road Hadnall, Shrewsbury SY4 4AG		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is a step at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 3.3 miles from Clive Outreach, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

Wem Post Office		Services
Co-Op, Morris Central Shopping Park, Shrewsbury SY4 5NY		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	08:00 – 20:00	There is level access and wide automatic doors at the entrance to the premises.
Sun	10:00 – 16:00	
Getting there		
Approximately 3.5 miles from Clive Outreach, along varied terrain. There is a large customer car park onsite with disabled parking bays. There are local buses serving the surrounding area.		

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

- Opening hours
- Unplanned closure<sup>1</sup>/ 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, 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where 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.