



Dear Customer,

Branch Unplanned Closure

Kelsall Post Office
The Co-operative Group, Chester Road, Kelsall, Tarporley, CW6 0RT

We are writing to inform you that, regrettably, our retail partner, The Co-operative Group, who operate Kelsall Post Office branch on our behalf, have advised that due to the challenges of the current economic climate, they have made the difficult decision to resign from operating Kelsall Post Office. This branch will, therefore, be closing on Thursday 04 September 2025 at 17:30.

To help mitigate the loss of some vital Post Office services, we are pleased to advise that The Co-operative Group, have agreed to operate a Post Office Drop & Collect, which is a lighter branch format, from Friday 05 September 2025 at 13:00, where it will be known as Kelsall Drop & Collect.

Drop & Collect will offer services from a handheld device, allowing customers to maintain access to bill payments and prepaid parcel services from the current branch location. Details of the opening hours and the products and services available are provided overleaf.

In addition to the introduction of a Drop & Collect, at this location, we will also advertise for a suitable, full-service replacement branch for Kelsall Post Office to serve the local community. Details of possible alternative Post Office branches offering a wider range of services 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.

We understand that the provision of a full-service Post Office branch is important for the local community and we are committed to seeking to restore a Local Post Office branch to mitigate the impact of the closure of this branch. However, it is important that any future service is sustainable for the Postmaster operating the service, and for Post Office Limited. We would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy will shortly be advertised on our website 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.

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 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.

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

We apologise for the inconvenience the closure may cause.

Yours faithfully,

Damien Haydock

Damien Haydock
Partner Account Manager

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Opening times		Post Office services available			
<table><tr><td>Mon - Sun</td><td>07:00 – 22:00</td></tr></table>		Mon - Sun	07:00 – 22:00	Mails	
		Mon - Sun	07:00 – 22:00		
		Parcel collect and return – prepaid only			
		Other			
		Bill payments			
		Mobile top-up service			
		For information about service availability call 03457 22 33 44			

Alternative branches

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional alternative Post Office branches in the area, can be found on our website 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.

Ashton Post Office		Services
Kelsall Road Ashton Chester CH3 8BH		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is a step, with a handrail, at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
Approximately 2.1 miles from Kelsall Post Office branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.		

Tarvin Post Office		Services
46 High Street Tarvin Chester CH3 8EE		Offers the same services.
Opening times		Access
Mon – Fri	06:00 – 20:00	Access is steps, with handrails, at the entrance to the premises.
Sat	08:00 – 18:00	
Sun	Closed	
Getting there		
Approximately 2.5 miles from Kelsall Post Office branch, along varied terrain. Parking is available nearby. There is regular bus service between this branch and Kelsall Post Office. The nearest bus stop is approximately 100 meters away.		

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.