

21 July 2023

Dear Winsford Parish Council,

Thank you for your letter to Nick Read of 7 July regarding the outreach services at Winsford, Carhampton, Exford, Lydiard St Lawrence and Winsford. I have been asked to reply.

Post Office has undertaken a comprehensive review of the branch network to ensure that it continues to meet evolving customer needs in a very challenging economic and retail climate. The funding we have available to support and maintain the branch network, including the costs to operate outreach services, is limited and we must ensure that our services operate sustainably.

The Post Office is, and remains, committed to meeting access criteria with 99% of the UK population within 3 miles of a Post Office and 90% within mile. More information about the access criteria, including the criteria for rural locations, is available on our website (from page 23). [network-report-2022-final-amend.pdf \(postoffice.co.uk\)](#)

We have assessed the customer transactions at the outreach branches and unfortunately the services are no longer sustainable due to very low customer usage, and we are not looking to replace the services.

I understand this will be disappointing for the community and we sincerely apologise to our customers who may need to travel further to access services.

I hope this helps to explain our position and thank you again for taking the time to contact us.

Kind regards,

Kelly Innes

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