Dear Customer

Local public consultation – Have your say

Breck Road Post Office

11 The Mall, Breck Road, Liverpool, L5 6SW

We are writing to advise that our retail partner, Firstclass Managerial Ltd, has found a nearby alternative premises from which to operate Breck Road Post Office branch and we are proposing to relocate the branch to 3 The Mall, Breck Road, Liverpool, L5 6SP (formerly Tatry Liverpool). Similar services would be available, and opening hours would be unchanged. The proposed premises are currently empty, however, if the move goes ahead, the proposed new premises would undergo a full refurbishment to incorporate a cards and stationery shop alongside Breck Road Post Office, subject to consultation.

Why are we proposing this move?

As you may be aware, our retail partner operates Post Office branches alongside their private retail business, and it is important that they make the very best use of their resources to ensure future sustainability of both their business and the Post Office service. In this case, our partner has identified an opportunity to move this branch into modern premises whilst continuing to offer Post Office services to the local area. Our priority is to safeguard our services, and we are confident that the proposed move of Breck Road Post Office branch will deliver longer-term service provision to the local community.

We'd like your help

We're now starting a period of local public consultation and your feedback is important to us as it will help to inform our decision. For more details of the services and proposed accessibility, please see the branch information summary later in this consultation document.

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- **How easy is it to get to the proposed new location?**
- **Are the proposed premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the proposed Post Office branch move?**
- **If the move were to proceed, is there anything we could do to make it easier for customers?**

Local Public Consultation starts	**Tuesday 24 November 2026**
Local Public Consultation ends	**Tuesday 05 January 2027**
Proposed month of change	**January/February 2027**

You can share your views on the proposed change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **005420**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

Want to tell us what you think right here and now? Scan here.

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

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Good to know

- Post Office is delivering an ambitious, five-year Transformation Plan to 2030 designed to secure a modern, trusted and financially sustainable national network. The plan focuses on strengthening our offer to consumers and small businesses, modernising our branches and technology, simplifying the operating model and resetting relationships with postmasters and stakeholders, improving long-term branch viability while protecting the Post Office's social purpose. You can read more about our Transformation Plan on our Post Office corporate website. (corporate.postoffice.co.uk – search 'our transformation plan')
- Any independent franchise retail partner, including Firstclass Managerial Ltd, must have a clear track record of successfully running Post Office services, or similar customer-orientated retail ensuring they can deliver an excellent service to the community. Firstclass Managerial Ltd and its wider group operate 35 Post Office branches across England and Wales, including 11 in Greater Manchester. These range from large main branches to banking hubs, mobile services and interim branches.
- Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It would be in a dedicated area of the store with three screened positions.
- We have stringent standards to ensure good access for all customers and our plans for the proposed new branch include low-level counters, hearing loops and PIN pads.
- Additionally, there would be one Drop Box. This is a new self-serve parcel drop-off facility enabling fast, secure, pre-paid drop-offs in branch and will deliver a simpler, reduced queuing solution for customers across multiple drop-off services.
- Subject to site survey a multifunction devise (MFD) would be available inside the proposed new location. This self-service cash deposit enabled ATM would allow customers to withdraw cash and deposit banknotes into accounts with selected banks without needing to queue at the Post Office counter. Additional banks may be added in the future, subject to agreement.
- If the move goes ahead, subject to planning permission, the external ATM would be transferred to the new branch.
- The same staff would be employed to work in the proposed new branch and would continue to be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer advocacy bodies. An extract relating to Consultation is available at the end of this letter.

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 the changes we are proposing to Breck Road Post Office branch. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Yours faithfully

Sam Williams

Sam Williams
Divisional Retail Change Manager
Post Office Limited

Breck Road Post Office Information Summary

There are times our branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Current Location	Proposed New Location
11 The Mall, Breck Road, Liverpool, L5 6SW	3 The Mall, Breck Road, Liverpool, L5 6SP

Current opening times

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 – 12:30
Sunday	Closed

Proposed new opening times

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 – 12:30
Sunday	Closed

Products and Services

Similar products and services would still be available, with the addition of one Drop Box and subject to site survey, a MFD (cash deposit enabled ATM - selected banks).

Serving positions

There would be three screened serving positions. The total number of serving positions has been based on future predicted business levels.

Access

Access would be level at the entrance to the proposed premises. Low-level serving counters, a low-level writing desk and hearing loops would be available.

Getting there

The proposed new branch would be located across the square, opposite from the current premises, approximately 35 metres away. There is roadside parking available nearby.

Store retail available	Cards & Stationery

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.

The latest available branch information, including possible 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.

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

Services available	Current Branch	Proposed Branch
Everyday Personal & Business Banking		
Cash Withdrawals	✓	✓
Cash Deposits	✓	✓
Cheque Deposits	✓	✓
Mails		
Drop & Go	✓	✓
Parcelforce Express 48 Large	✓	✓
DPD - Buy in branch	✓	✓
DPD - Drop off and collections	✓	✓
Evri - Buy in branch	✓	✓
Evri - Drop off and collections	✓	✓
Drop Box	×	✓
Pay Bills & Top Up		
Pay Bills and Top up	✓	✓
Passport Applications		
Paper Check & Send - New & Renewals	✓	✓
Digital Check & Send - New & Renewals	✓	✓
Licence Applications		
SIA Licence Application	✓	✓
Identity Services		
Document Certification Service	✓	✓
In Branch Verification	✓	✓
Driving		
DVLA Photocard Renewal	✓	✓
Vehicle Tax	✓	✓
Travel		
Foreign Currency	✓	✓
Travel Insurance	✓	✓
Travel Money Card	✓	✓
Your Finances		
Western Union	✓	✓
Savings application forms	✓	✓
Savings Account ID Verification (free)	✓	✓
Bank of England Banknote Exchange	✓	✓
ATM - 24hr	✓	Subject to planning permission
MFD (Cash deposit enabled ATM - selected banks)	×	Subject to survey

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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:*

- Permanent closure of a Post Office branch[5]
- 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[6] 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, 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
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[5] 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.

[6] 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.