

Dear Customer,



Local public consultation – Decision

**Broadway Post Office
1 Broadway, London, SW1H 0AX**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Ryman retail store at 11-13 Artillery Row, London, SW1P 1RT where it would be run by our retail partner, Ryman, and would be known as Westminster Post Office.

I 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.

We're currently making the final arrangements for the move and further information will be provided in branch once the dates have been agreed.

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

Martin Edwards

**Martin Edwards
Transformation Delivery Director
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

**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 30 July 2025

Consultation ended 17 September 2025

Consultation responses

- 31 responses from customers

Key issues raised

- Access and Internal Space
- Distance
- Staffing and Counter Positions
- Products & Services

Response to issues raised

Access and Internal Space

Access at the new premises will be via a ramp with a handrail, Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstruction. and adequate room is provided for customers and a wheelchair to move around without difficulty. Directional signage will be provided from the entrance door through to the new Post Office area which will be within a dedicated area at the left-hand side to the rear of the Ryman store.

Distance

The new premises are located approximately 250 metres from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site. The pavement is in keeping of the surrounding area which is narrow in many places including the current location.

Staffing and Counter positions

There will be three open plan serving positions, four self-service machines will be available at a later date, however in the interim, two additional temporary serving counters will be provided. The total number of serving positions has been based on future predicted business levels. We will continue to monitor service demand in the area, along with customer usage at the new branch following the move and will work with the branch to make sure service standards are maintained.

We know our customers value excellent customer service at the Post Office and praise was received for the service provided by staff at the current branch. The new operator is looking forward to welcoming Post Office customers and their staff will be fully trained in Post Office transactions and excellent customer service. Their training will also include guidance on respecting customer confidentiality, safeguarding privacy and compliance training for a number of areas, including Data Protection and Mail Handling.

Products & Services

We detailed in our proposal material that Evri services would be available at the new branch, which was still subject to their approval. Regrettably, Evri have advised they currently cannot offer their services at this Post Office branch new location. We also advised that Western Union would be available at the new Post Office, however, as this service is currently available through the Ryman store, it will not be available from the Post Office counter. The nearest branch offering these services is Lupus Street Post Office. The nearest branch offering these services is Lupus Street Post Office, 121-125 Lupus Street, London SW1V 3EW, approximately 1.3 miles from this branch.

Appendix B

Broadway 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

New Location																	
Ryman, 11-13 Artillery Row, London, SW1P 1RT																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 – 18:00</td></tr><tr><td>Tuesday</td><td>09:00 – 18:00</td></tr><tr><td>Wednesday</td><td>09:00 – 18:00</td></tr><tr><td>Thursday</td><td>09:00 – 18:00</td></tr><tr><td>Friday</td><td>09:00 – 18:00</td></tr><tr><td>Saturday</td><td>09:00 – 17:00</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New opening times		Monday	09:00 – 18:00	Tuesday	09:00 – 18:00	Wednesday	09:00 – 18:00	Thursday	09:00 – 18:00	Friday	09:00 – 18:00	Saturday	09:00 – 17:00	Sunday	Closed
New opening times																	
Monday	09:00 – 18:00																
Tuesday	09:00 – 18:00																
Wednesday	09:00 – 18:00																
Thursday	09:00 – 18:00																
Friday	09:00 – 18:00																
Saturday	09:00 – 17:00																
Sunday	Closed																
Products and Service																	
The same range of services will still be available.																	
Serving positions																	
There will be three open plan serving positions. Four self-service machines will be available at a later date, however in the interim, two additional temporary serving counters will be provided. The total number of serving positions has been based on future predicted business levels.																	
Access																	
Access to the premises will be via a ramp with a handrail. Directional signage will be provided from the entrance door through to the new Post Office area which will be within a dedicated area at the left-hand side to the rear of the Ryman store. Low-level serving counters, a low-level writing desk, low-level pin pads and hearing loops will be available.																	
Getting there																	
The new premises will be located approximately 250 metres away from the current branch, along varied terrain. Roadside parking is available outside and nearby the proposed premises. Pay by phone roadside parking is available opposite the new premises. There are local buses serving the surrounding area. Information on public transport routes and timetables can be accessed at www.tfl.gov.uk																	
Store retail available	Stationery, office supply, tech, luggage, print and photo services																

Services available	Current Branch	New Branch
Everyday Personal & Business Banking		
Cash Withdrawals	✓	✓
Cash Deposits	✓	✓
Cheque Deposits	✓	✓
Mails		
Drop & Go	✓	✓
Parcelforce Express Services	✓	✓
DPD - Buy in branch	✓	✓
DPD - Drop off and collections	✓	✓
Evri - Buy in branch	✓	x
Evri - Drop off and collections	✓	x
Post & Go	✓	✓
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	✓	x
Savings application forms	✓	✓
Savings Account ID Verification (free)	✓	✓
Bank of England Banknote Exchange	✓	✓

* Services not available at the new branch are available at

Lupus Street Post Office:
Open hours: Mon- Fri 09:00 – 17:30; Sat 09:30 – 12:30; Sun Closed

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 branch⁵
- 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-week⁶ 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

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

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.