



Dear Customer,

Local public consultation – Decision

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

I am writing further to our decision announcement of the relocation of Broadway Post Office to Rymans 11-13 Artillery Row where it will be known as Westminster Post Office.

We can confirm your new branch is due to open at its new location on Thursday 20 November 2025 at 13:00. However, we recognise our branches can become busier as the Christmas season approaches and therefore, we will also be continuing services at the Broadway branch for a short period of time. The current branch will close on Wednesday 19 November 2025 at 15:00, and it will reopen on Thursday 20 November 2025 at 13:00 and be run on an interim basis by our franchise partner ZCO Ltd. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

Recently we advised there may initially be reduced serving counters at the new branch location, although there will not be any serving counter changes at the Broadway branch. Additionally, due to service provider operational requirements, EVRi services will only be available at the current branch location until the branch closes, EVRi services will not be available at the new branch location. Also, during this period, Digital Passport Applications, SIA Licence Application, In Branch Verification, DVLA Photocard Renewal, Bank of England Banknote Exchange and Western Union will only be available at the new Ryman branch location.

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

The latest available branch information, including possible alternatives Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

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 **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.