Dear Customer

Local public consultation – Have your say

Flixton Post Office
1-3 Ambleside Road, Flixton, Manchester, M41 6PL

We are proposing to move the above Post Office branch to a new location: Premier Convenience Store, 1928 Building, 26 Carrington Road, Flixton, Urmston, Manchester, M41 6HX, subject to consultation.

Why are we proposing this move?
The current postmaster has resigned, and the premises will no longer be available for Post Office use from mid-January 2027. However, we are pleased to advise we have identified a new operator with proposed new premises to run Flixton Post Office branch. We understand how important access to Post Office services is locally and to minimise any loss to the community, we are starting consultation on the proposed new premises.

Our priority is to safeguard our services in the locality in the longer term, and the relocation of Flixton Post Office would currently be the only option to enable us to maintain a Post Office service to our customers in the area.

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?**

Please note the proposed change of management of the branch is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	**26 November 2026**
Local Public Consultation ends	**7 January 2027**
Proposed month of change	**January 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 **229422**

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

- Customers would access Post Office services at a low-screened, open-plan, modern serving point that's part of the retail counter.
- Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed.
- The Post Office would offer products and services over longer opening hours including evenings, and would open on Sundays, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches is high, and many customers visit outside traditional opening hours.
- All staff employed by to work in the proposed new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- If the relocation of a Post Office branch goes ahead, we will contact Royal Mail to inform them of the relocation. Royal Mail is a separate business, and the removal, relocation and provision of post boxes is their decision.
- 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.
- 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.

Thank you for considering our proposal.

Yours faithfully

Samuel Williams

Samuel Williams
Divisional Retail Change Manager
Post Office Limited

Post Office is delivering an ambitious, five-year Transformation Plan to 2030 designed to secure a modern, trusted and financially sustainable national network. To learn more ***click here.***

Flixton 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
1-3 Ambleside Road, Flixton, Manchester, M41 6PL	Premier Convenience Store 1928 Building, 26 Carrington Road, Flixton, Urmston, Manchester, M41 6HX

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 – 19:00
Tuesday	09:00 – 19:00
Wednesday	09:00 – 19:00
Thursday	09:00 – 19:00
Friday	09:00 – 19:00
Saturday	09:00 – 19:00
Sunday	10:00 – 19:00

Products and Services

Similar products and services would still be available.

Serving positions

There would be one Post Office serving point at the retail counter. The total number of serving positions has been based on future predicted business levels.

Access

Currently there is a step at the entrance to the proposed premise, however a ramp would be installed for ease of access for wheelchair access. Internally, there would be Low-level serving counters, a low-level writing desk and space for a wheelchair.

Getting there

The proposed new branch would be located approximately 250 metres away from the current branch, along level terrain. Customer parking is available to the side of the premises and roadside parking is available nearby.

Public transport available to and from the surrounding areas.

Store retail available	Convenience store

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	✓	×
Pay Bills & Top Up		
Pay Bills and Top up	✓	✓
Travel		
Foreign Currency	Euros	×
Travel Money Card	✓	✓
Your Finances		
Western Union	✓	×

× Services not available at the new branch are available at	Urmston Post Office: Opening hours: Mon- Fri 09:00 – 17:30; Sat 09:00 – 17:00; 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 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.

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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.