

From: [REDACTED]@postoffice.co.uk>  
 Sent: 09 November 2025 10:38  
 To: [REDACTED]@postoffice.co.uk>; [REDACTED]@postoffice.co.uk>;  
 externalaffairs <[externalaffairs@postoffice.co.uk](mailto:externalaffairs@postoffice.co.uk)>  
 Cc: Pressoffice <[pressoffice@postoffice.co.uk](mailto:pressoffice@postoffice.co.uk)>  
 Subject: FW: FAO: CEO and Public Affairs team - [REDACTED]

Classification: Private

One to pick up on Monday. Sending now as a reminder.

Thanks

[REDACTED]

From: Pressoffice  
 Sent: 09 November 2025 10:37  
 To: 'Brown, Kris - Councillor' <[Kris.Brown@liverpool.gov.uk](mailto:Kris.Brown@liverpool.gov.uk)>  
 Cc: Pressoffice <[pressoffice@postoffice.co.uk](mailto:pressoffice@postoffice.co.uk)>  
 Subject: RE: FAO: CEO and Public Affairs team - [REDACTED]

Hello,

Many thanks for your email, confirming receipt and it will be passed along to the relevant team.

All the best,

Post Office press office

From: Brown, Kris - Councillor <[Kris.Brown@liverpool.gov.uk](mailto:Kris.Brown@liverpool.gov.uk)>  
 Sent: 08 November 2025 15:51  
 To: Pressoffice <[pressoffice@postoffice.co.uk](mailto:pressoffice@postoffice.co.uk)>  
 Subject: FAO: CEO and Public Affairs team - [REDACTED]

**Caution:** This email has been sent by an external contact. Please take care when clicking links or opening attachments. When in doubt, please use the "Report Phishing" button.

Dear Mr. Brocklehurst (CEO),

**Subject: Urgent: Sudden closure** [REDACTED]  
 [REDACTED]

I am writing to you as a Liverpool City Councillor for the Gateacre and Woolton area to seek immediate clarification regarding the sudden and unexpected closure [REDACTED]

[REDACTED] Post Office branch [REDACTED]  
 which many of my constituents rely on.

We have received no prior warning [REDACTED]. My constituents have been met only with a vague notice stating the branch is "temporarily closed until further notice" due to "operational reasons."

This situation has caused significant shock and disruption for people looking to access Post Office services.

The official statement of "operational reasons" is, in my opinion, inadequate for a service failure of this magnitude.

Therefore, I would appreciate a response to the following questions:

1. What is the specific, detailed "operational reason" for this [REDACTED] [REDACTED]?
2. Why was no prior warning given to Liverpool City Council, local councillors, local Members of Parliament, or the public?
3. What specific steps are being taken, right now, to rectify this situation and reopen [REDACTED] [REDACTED]?
4. What is the clear, estimated timeline for the reopening [REDACTED] [REDACTED]?

I trust you will understand the urgency of this matter. I look forward to your prompt reply so that I can provide my constituents with the clear answers they deserve.

Yours sincerely,

**Councillor Kris Brown**  
**Liverpool City Council**

**From:** [REDACTED]@postoffice.co.uk>  
**Sent:** 11 November 2025 10:02  
**To:** ESTERSON, Bill <bill.esteron.mp@parliament.uk>  
**Cc:** [REDACTED]@parliament.uk>; [REDACTED]  
 [REDACTED]@postoffice.co.uk>; [REDACTED]@parliament.uk>  
**Subject:** RE: Formby Post Office 68 Brows Lane L37 4ED

Dear Bill,

Thank you for your patience, and my apologies for the delay in providing this information. As the closure was unplanned, we were unable to issue advance notifications.

Please find attached a copy of the customer letter that will be sent regarding the branch closure. I will continue to keep you informed of any developments and progress toward reopening.

If you have any questions or need further details, please don't hesitate to get in touch.

Kind regards,

[REDACTED]

Scotland, N. Ireland & North England  
 Corporate Affairs, Brand & Communications

+44 (0) [REDACTED]

100 Wood Street, London, EC2V 7ER  
[postoffice.co.uk](https://www.postoffice.co.uk)



**From:** ESTERSON, Bill <[bill.esteron.mp@parliament.uk](mailto:bill.esteron.mp@parliament.uk)>  
**Sent:** 10 November 2025 18:11  
**To:** [REDACTED][postoffice.co.uk](mailto:postoffice.co.uk)>; [REDACTED]  
 [REDACTED][@postoffice.co.uk](mailto:postoffice.co.uk)>  
**Cc:** [REDACTED][@parliament.uk](mailto:parliament.uk)>; [REDACTED]  
 [REDACTED][@parliament.uk](mailto:parliament.uk)>  
**Subject:** RE: Formby Post Office 68 Brows Lane L37 4ED

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Thanks [REDACTED]

Please can you send through as a matter of urgency.

Thanks

Bill Esterson

**From:** [REDACTED] <[REDACTED]@postoffice.co.uk>

**Sent:** 10 November 2025 10:27

**To:** ESTERSON, Bill <bill.esterson.mp@parliament.uk>; [REDACTED]

[REDACTED] <[REDACTED]@postoffice.co.uk>

**Cc:** [REDACTED] <[REDACTED]@parliament.uk>; [REDACTED]

[REDACTED] <[REDACTED]@parliament.uk>

**Subject:** RE: Formby Post Office 68 Brows Lane L37 4ED

Classification: Private

Dear Bill

Yes of course happy to share this in advance and apologies for any confusion caused. Once the customer communications are drafted @ [REDACTED] will send this over to you [REDACTED].

Regards

[REDACTED]

[REDACTED]

South of England & Wales

Corporate Affairs, Brand & Communications

+44 (0) [REDACTED]

100 Wood Street  
London EC2V 7ER

[postoffice.co.uk](https://postoffice.co.uk)



**From:** ESTERSON, Bill <[bill.esteron.mp@parliament.uk](mailto:bill.esteron.mp@parliament.uk)>

**Sent:** 10 November 2025 09:56

**To:** [REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

**Cc:** [REDACTED] <[\[REDACTED\]@parliament.uk](mailto:[REDACTED]@parliament.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@parliament.uk](mailto:[REDACTED]@parliament.uk)>

**Subject:** RE: Formby Post Office 68 Brows Lane L37 4ED

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Thanks [REDACTED]

In response to your email this morning, I'll just gently point out that you haven't previously told me that you are "preparing customer communications that should be sent out shortly."

[REDACTED]

Please can you send me the customer communications ahead of it being sent out more widely so that I am in a position to serve my constituents and address what is the cause of a very serious and growing concern among many people.

Thank you for your assistance.

Regards

Bill Esterson MP

**From:** [REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

**Sent:** 10 November 2025 09:30

**To:** ESTERSON, Bill <[bill.esteron.mp@parliament.uk](mailto:bill.esteron.mp@parliament.uk)>; [REDACTED]

[REDACTED]@postoffice.co.uk>

Cc: [REDACTED]@parliament.uk>; [REDACTED]

[REDACTED]@parliament.uk>

**Subject:** RE: Formby Post Office 68 Brows Lane L37 4ED

Classification: Private

Dear Bill

Apologies for the delay, as mentioned we are preparing customer communications that should be sent out shortly.

For a response to your constituent enquiries, below is our statement:

Formby Post Office is temporarily closed for operational reasons. We apologise to constituents for the short notice of the closure, and to our customers that may be travelling further to access services. The nearest alternative branch is Little Altcar Post Office at 77 Liverpool Road L37 6BU, which is 0.7miles from the Formby branch.

When we have a further update with regards to restoring services to Formby, we will contact you and update our customers.

Kind regards

[REDACTED]

[REDACTED]

South of England & Wales

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100 Wood Street  
London EC2V 7ER

[postoffice.co.uk](https://www.postoffice.co.uk)





From: [REDACTED]@postoffice.co.uk>  
Sent: 10 November 2025 09:25  
To: [REDACTED]@postoffice.co.uk>; [REDACTED]@postoffice.co.uk>;  
externalaffairs <[externalaffairs@postoffice.co.uk](mailto:externalaffairs@postoffice.co.uk)>; [REDACTED]@postoffice.co.uk>;  
[REDACTED]@postoffice.co.uk>  
Cc: Pressoffice <[pressoffice@postoffice.co.uk](mailto:pressoffice@postoffice.co.uk)>  
Subject: RE: FAO: CEO and Public Affairs team - Liverpool Post Office [REDACTED]

Classification: Private

Dear [REDACTED] & all

[REDACTED] – I've copied you in [REDACTED].

[REDACTED]

Also there is interest in a temp taking on [REDACTED] might re-open around 18 November, which would be great, as at one point they didn't think that they would be able to re-open [REDACTED] until January. Fingers crossed that this can be achieved before Christmas as trainer capacity is very stretched.

Branch finder was changed on Saturday [REDACTED] which will help customers when trying to work out when to visit.

Regards

[REDACTED]

[REDACTED]

[REDACTED]  
Post Office Press Office  
100 Wood Street  
London  
EC2V 7ER

[REDACTED]

**From:** ESTERSON, Bill <[bill.esteron.mp@parliament.uk](mailto:bill.esteron.mp@parliament.uk)>

**Sent:** 10 November 2025 08:39

**To:** [REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

**Cc:** [REDACTED] <[\[REDACTED\]@parliament.uk](mailto:[REDACTED]@parliament.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@parliament.uk](mailto:[REDACTED]@parliament.uk)>

**Subject:** Re: Formby Post Office 68 Brows Lane L37 4ED

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Dear [REDACTED]

Further to my email on Thursday, please can you confirm what you are saying to the public. In the absence of a reply I shall share the full email from the 6 November.

Regards

Bill Esterson MP

Sent from [Outlook for iOS](#)

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**From:** ESTERSON, Bill <[bill.esteron.mp@parliament.uk](mailto:bill.esteron.mp@parliament.uk)>

**Sent:** Thursday, November 6, 2025 10:38:01 AM

**To:** [REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

**Cc:** [REDACTED] <[\[REDACTED\]@parliament.uk](mailto:[REDACTED]@parliament.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@parliament.uk](mailto:[REDACTED]@parliament.uk)>

**Subject:** Re: Formby Post Office 68 Brows Lane L37 4ED

Many thanks [REDACTED]. What are you saying to the public please? As you can imagine there's a lot of disquiet from people living in Formby.

Regards

Bill Esterson

Sent from [Outlook for iOS](#)

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**From:** [REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

**Sent:** Thursday, November 6, 2025 10:15

**To:** ESTERSON, Bill <[bill.esteron.mp@parliament.uk](mailto:bill.esteron.mp@parliament.uk)>; [REDACTED]



[REDACTED]@postoffice.co.uk>

**Subject:** RE: Formby Post Office 68 Brows Lane L37 4ED

Classification: Private

Dear Bill

The post office at Little Altcar (77 Liverpool Road L37 6BU) is the nearest alternative branch and is 0.7 miles from the Formby branch.

The opening times for this branch are on our website [Little Altcar Post Office® | Merseyside | L37 6BU](#)

In confidence we are working to restore service at Formby with a temporary postmaster stepping in to run the branch, but this can take some time and is dependent on us finding a willing postmaster. It's unlikely that the branch will reopen this side of Christmas I'm afraid, but we will work as quickly as we can to find a solution.

My colleague @ [REDACTED], [REDACTED] for the north of England, [REDACTED] but will share an update with you as soon as we have plans confirmed to restore the service.

Regards

[REDACTED]

[REDACTED]

South of England & Wales

Corporate Affairs, Brand & Communications

+44 [REDACTED]

100 Wood Street  
London EC2V 7ER

[postoffice.co.uk](#)



**From:** ESTERSON, Bill <[bill.esteron.mp@parliament.uk](mailto:bill.esteron.mp@parliament.uk)>  
**Sent:** 05 November 2025 19:32  
**To:** [REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>  
**Cc:** [REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>  
**Subject:** Re: Formby Post Office 68 Brows Lane L37 4ED

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Thanks for letting me know. What do you suggest for customers as an alternative and how long do you think it will be before it reopens please?

Thanks

Bill Esterson MP

Sent from [Outlook for iOS](#)

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**From:** [REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>  
**Sent:** Wednesday, November 5, 2025 17:05  
**To:** ESTERSON, Bill <[bill.esteron.mp@parliament.uk](mailto:bill.esteron.mp@parliament.uk)>  
**Cc:** [REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>  
**Subject:** Formby Post Office 68 Brows Lane L37 4ED

Classification: Public

Dear Bill

I'm contacting you to let you know that unfortunately Formby Post Office is temporarily closed for operational reasons. We are working to restore services as quickly as possible and will be in touch with a further update as soon as we can.

We apologise to our customers who may have to travel further to access services while the branch is closed. Our website [Branch Finder | Post Office](#) has details of the alternative branches in the area if needed for any enquiries.

Kind regards

[REDACTED]

[REDACTED]

South of England & Wales

Corporate Affairs, Brand & Communications

+44 [REDACTED]

100 Wood Street  
London EC2V 7ER

[postoffice.co.uk](https://postoffice.co.uk)



[illegible]

This is a notification email [REDACTED]

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[illegible]