

Dear Customer



Changes to Alnwick Outreach Service

**Affecting: Lesbury, Longhoughton, Beadnell, Bamburgh, Stobhillgate,
Newbiggin-by-the-Sea, Lowick, Milfield, Crookham, Rennington,
North Charlton, Doddington, Ancroft and Swarland**

We are writing to inform you that, regrettably, due to low customer usage the mobile services at Rennington, North Charlton, Doddington and Ancroft, operated by the Postmaster from Alnwick Post Office has become unsustainable to operate, and therefore these services will all cease on the following dates: Monday 3 March 2025, Doddington Mobile Service at 15:30 and Ancroft Mobile Service at 11:15. North Charlton Mobile Service will cease on Tuesday 4 March 2025 at 15:45 and Rennington Mobile Service on Friday 7 March 2025 at 14:00.

Along with the closures, to accommodate this change there will be some changes to the current opening hours to the Mobile services at Lesbury, Longhoughton, Beadnell, Bamburgh, Stobhillgate, Newbiggin-by-the-Sea, Lowick, Milfield, Crookham and Swarland, these changes will take effect week commencing Monday 3 March 2025.

Details of changes to the Mobile Post Office services are provided at the end of this letter and posters will now be displayed locally so customers are aware of the change.

We apologise for the inconvenience the unplanned closures may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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

Yours faithfully

Lynne Archbold

**Lynne Archbold
Network Provision Lead**

How to contact us:

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.**

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Alternative branches

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

Alternatives Post Office services for Doddington Mobile Service

Located at: Doddington Dairy Car Park, North Doddington Farm,
Wooler, NE71 6AN

Wooler Post Office		Services
44 High Street Wooler NE71 6BG		Offers similar services, with the addition of Euros Travel Money, however excluding, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 16:00	This branch has a wide door with a slight ramp at the entrance.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		

This Post Office service is located approximately 0.4 miles away from Doddington Mobile Service, along varied terrain. Time restricted roadside parking with a disabled parking bay is available outside the branch. There are no direct bus services available between Doddington Mobile Service and this Post Office.

Chatton Post Office		Services
Chatton Alnwick NE66 5PU		Offers similar services, however excluding Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon, Tue, Thu, Fri	08:00 – 16:30	This branch has a wide door with steps at the entrance.
Wed, Sat	08:00 – 13:00	
Sun	Closed	
Getting there		

This Post Office service is located approximately 4.9 miles away from Doddington Mobile Service, along varied terrain. Roadside parking is available nearby the branch. There is a regular bus service available between Doddington Mobile Service and this Post Office service. The nearest bus stop is approximately 70 metres away.

Alternatives Post Office services for Ancroft Mobile Service

Located at: Ancroft car park to rear of Memorial Hall,
Brenwick Upon Tweed, TD15 2TE

Tweedmouth Post Office		Services
Main Street Tweedmouth Berwick-upon-Tweed TD15 2DS		Offers similar services, with the addition of Euro & Dollar Travel Money.
Opening times		Access
Mon - Sat	08:30 – 18:00	This branch has a wide automatic door with level access at the entrance.
Sun	Closed	
Getting there		

This Post Office service is located approximately 4.8 miles away from Ancroft Mobile Service, along varied terrain. There is a customer carpark with disabled parking bays available at the branch. There is a regular bus service available between Ancroft Mobile Service and this Post Office service. The nearest bus stop is approximately 160 metres away.

Berwick Upon Tweed Post Office		Services
51-53 Castlegate Berwick Upon Tweed TD15 1LF		Offers similar services, with the addition of Euro Travel Money, however excluding Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	08:00 – 18:00	This branch has a wide door with a step at the entrance.
Sun	09:00 – 13:00	
Getting there		

This Post Office service is located approximately 5.5 miles away from Ancroft Mobile Service, along varied terrain. Time restricted roadside parking is available outside the branch. There is a regular bus service available between Ancroft Mobile Service and this Post Office service. The nearest bus stop is approximately 100 metres away.

Alternatives Post Office services for North Charlton Mobile Service

Located at: Land Adjacent to Brownieside Cottage, Brownieside,
Chathill, NE67 5HW

Embleton Post Office	Services
Front Street Embleton Alnwick NE66 3UH	Offers similar services, with the addition of Euros Travel Money, however excluding Vehicle Tax, Passport Check & Send and On Demand Travel Insurance.

Opening times	Access								
<table><tr><td>Mon, Thu, Fri</td><td>08:00 – 15:30</td></tr><tr><td>Tue, Weds</td><td>Closed</td></tr><tr><td>Sat</td><td>08:00 – 11:30</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon, Thu, Fri	08:00 – 15:30	Tue, Weds	Closed	Sat	08:00 – 11:30	Sun	Closed	This branch has a wide door with a slight ramp at the entrance.
Mon, Thu, Fri	08:00 – 15:30								
Tue, Weds	Closed								
Sat	08:00 – 11:30								
Sun	Closed								

Getting there

This Post Office service is located approximately 6 miles away from North Charlton Mobile Service, along varied terrain. Roadside parking is available directly outside the branch. There are local buses serving the surrounding area.

Alnwick Post Office	Services				
19 Market Street Alnwick NE66 1SS	Offers the similar services, with the addition of a comprehensive range of Travel Money.				
Opening times	Access				
<table><tr><td>Mon - Sat</td><td>08:00 – 17:00</td></tr><tr><td>Sun</td><td>08:00 – 12:00</td></tr></table>	Mon - Sat	08:00 – 17:00	Sun	08:00 – 12:00	This branch has a wide door with steps at the entrance.
Mon - Sat	08:00 – 17:00				
Sun	08:00 – 12:00				

Getting there

This Post Office service is located approximately 7.1 miles away from North Charlton Mobile Service, along varied terrain. Off roadside parking is available directly outside the branch. There is a regular bus service available between North Charlton Mobile Service and this Post Office service. The nearest bus stop is approximately 200 metres away.

Alternatives Post Office services for Rennington Mobile Service

Located at: Car park next to Horseshoes Inn pub, Rennington, Alnwick, NE66 3RS

Embleton Post Office		Services
Front Street Embleton Alnwick NE66 3UH		Offers similar services, with the addition of Euros Travel Money, however excluding Vehicle Tax, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon, Thu, Fri	08:00 – 15:30	This branch has a wide door with a slight ramp at the entrance.
Tue, Weds	Closed	
Sat	08:00 – 11:30	
Sun	Closed	

Getting there

This Post Office service is located approximately 3.7 miles away from Rennington Mobile Service, along varied terrain. Roadside parking is available directly outside the branch. There are local buses serving the surrounding area.

Alnwick Post Office		Services
19 Market Street Alnwick NE66 1SS		Offers the similar services, with the addition of a comprehensive range of Travel Money.
Opening times		Access
Mon - Sat	08:00 – 17:00	This branch has a wide door with steps at the entrance.
Sun	08:00 – 12:00	

Getting there

This Post Office service is located approximately 4.5 miles away from Rennington Mobile Service, along varied terrain. Off roadside parking is available directly outside the branch. There is a regular bus service available between Rennington Mobile Service and this Post Office service. The nearest bus stop is approximately 210 metres away.

Details of changes to existing Mobile Services

Details of the change to existing Mobile service opening hours:

Lesbury Mobile Service	Located at: Car Park, Riverside, Lesbury, Alnwick, NE66 3AX																												
Current operating hours will cease on: Friday 7 March 2025	New operating hours will commence on: Wednesday 12 March 2025																												
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Details of the change to existing Mobile service opening hours:

Longhoughton Mobile Service	Located at: Co-Op Store Car Park, Burnside, Longhoughton, Alnwick, NE66 3JQ																												
Current operating hours will cease on: Friday 7 March 2025	New operating hours will commence on: Tuesday 11 March 2025																												
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Beadnell Mobile Service	Located at: Adjacent to the Village Store, Harbour Road, Beadnell, Chathill, NE67 5AN																												
Current operating hours will cease on: Friday 7 March 2025	New operating hours will commence on: Tuesday 11 March 2025																												
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Details of the change to existing Mobile service opening hours:

Bamburgh Mobile Service	Located at: Driveway Entrance to Farm, Bamburgh Hall, Church Street, Bamburgh, NE69 7AB																												
Current operating hours will cease on: Wednesday 5 March 2025	New operating hours will commence on: Tuesday 11 March 2025																												
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Details of the change to existing Mobile service opening hours:

Stobhillgate Mobile Service	Located at: Carpark Of St Aidens Church, Shields Road, Stobhillgate, Morpeth, NE61 2SA																												
Current operating hours will cease on: Thursday 6 March 2025	New operating hours will commence on: Thursday 13 March 2025																												
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Details of the change to existing Mobile service opening hours:

Newbiggin-by-the-Sea Mobile Service	Located at: Side Road Next to Chisholm Bookmakers, 67-69 Front Street, Newbiggin-by-the-Sea, NE61 6NJ																												
Current operating hours will cease on: Thursday 6 March 2025	New operating hours will commence on: Thursday 13 March 2025																												
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Lowick Mobile Service	Located at: White Swan Inn Car park, 51 Main Street, Lowick, Berwick-upon-Tweed, TD15 2UD																												
Current operating hours will cease on: Friday 7 March 2025	New operating hours will commence on: Tuesday 11 March 2025																												
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Details of the change to existing Mobile service opening hours:

Millfield Mobile Service	Located at: Opposite Millfield Methodist Church, Wheatriggs, Milfield, Wooler, NE71 6HT																												
Current operating hours will cease on: Friday 7 March 2025	New operating hours will commence on: Tuesday 11 March 2025																												
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Crookham Mobile Service	Located at: Layby on B6353, Crookham, Cornhill-on-Tweed, TD12 4SY																												
Current operating hours will cease on: Wednesday 5 March 2025	New operating hours will commence on: Wednesday 12 March 2025																												
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Swarland Mobile Service		Located at: Outside Swarland Working Mens Club, High View, Swarland, Morpeth, NE65 9JF																													
Current operating hours will cease on: Thursday 6 March 2025		New operating hours will commence on: Thursday 13 March 2025																													
Current opening times <table><tr><td>Monday</td><td>No Service</td></tr><tr><td>Tuesday</td><td>No Service</td></tr><tr><td>Wednesday</td><td>No Service</td></tr><tr><td>Thursday</td><td>08:15 – 09:00</td></tr><tr><td>Friday</td><td>No Service</td></tr><tr><td>Saturday</td><td>No Service</td></tr><tr><td>Sunday</td><td>No Service</td></tr></table>		Monday	No Service	Tuesday	No Service	Wednesday	No Service	Thursday	08:15 – 09:00	Friday	No Service	Saturday	No Service	Sunday	No Service	New opening times <table><tr><td>Monday</td><td>No Service</td></tr><tr><td>Tuesday</td><td>No Service</td></tr><tr><td>Wednesday</td><td>No Service</td></tr><tr><td>Thursday</td><td>09:00 – 10:00</td></tr><tr><td>Friday</td><td>No Service</td></tr><tr><td>Saturday</td><td>No Service</td></tr><tr><td>Sunday</td><td>No Service</td></tr></table>		Monday	No Service	Tuesday	No Service	Wednesday	No Service	Thursday	09:00 – 10:00	Friday	No Service	Saturday	No Service	Sunday	No Service
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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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a closed branch in a new location
- Franchising of a Directly Managed branch in its existing site where there will be changes to the Post Office service point location
- Relocating a branch where there is a risk that the service could be lost (e.g., an issue with the premises). This is to minimise or avoid a loss of service to a community where a replacement branch location has been Identified² and where there is no degradation of access to Post Office services (into and inside the premises).

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period, we will display a poster in branch and provide information online. We will contact locally elected representatives³, the Consumer Advocacy Bodies and selected charities⁴, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

² Where there is a service risk situation that would result in the loss of service, to avoid or minimise a loss of service to a community we may need to make a commercial decision to proceed with a relocation of a Post Office branch. In these cases, we will not consult on a relocation, however we will follow the engagement process and seek feedback on access arrangements and the internal layout.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 3 and 4 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.