



Dear Customer,

Local public consultation – Decision

**Byker Post Office
91-97 Shields Road, Byker, Newcastle upon Tyne, NE6 1DL**

Further to my previous communication, we advised that following a period of local public consultation and review, we had made the decision to proceed with the move of the above Post Office into 242 Shields Road, Byker, Newcastle upon Tyne, NE6 1DX. However, due to a power failure at the current branch, Byker Post Office closed on Thursday 06 August 2026 and will not re-open at its existing location. Please accept my apologies for the late notification on this occasion and for the inconvenience the closure may cause.

We're working on the final arrangements for the move to 242 Shields Road and further information will be provided in the local area once the opening dates at this new location have been agreed.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We hope that our customers will continue to use Post Office services and details of possible 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

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 Notification is available at the end of this letter.

Yours faithfully

Samuel Williams

**Samuel Williams
Divisional Retail Change Manager
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.**

Alternative branches

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional 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 postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Welbeck Road Post Office		Services available
209 Welbeck Road Newcastle Upon Tyne NE6 2HX		Offers similar services, however excluding a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	07:00 - 18:00	There is a step at the entrance to the premises.
Sat	08:00 - 16:00	
Sun	09:00 - 13:00	
Getting there		

Approximately 1 mile from Byker Post Office branch, along varied terrain. There is parking available outside of the branch. There is a regular bus service available between Byker branch and this Post Office service. The nearest bus stop is approximately 68 metres away.

Chillingham Road Post Office		Services available
289 Chillingham Road Heaton Newcastle Upon Tyne NE6 5LL		Offers the same services.
Opening times		Access
Mon - Fri	09:00 - 17:30	There is a step at the entrance to the premises.
Sat	09:00 - 13:00	
Sun	Closed	
Getting there		

Approximately 1 mile from Byker Post Office branch, along varied terrain. There is time restricted parking available outside of the branch. There is a regular bus service available between Byker branch and this Post Office service. The nearest bus stop is approximately 100 metres away.

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.