



Dear Customer,

## **Local public consultation – Decision**

**Jarrow Post Office  
31 Grange Road, Jarrow, NE32 3JY**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Jarrow Convenience Store (formerly Simms News) at 75 Ellison Street, Jarrow, NE32 3JU, where it will continue to operate as one of our mains style branches.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 17:30 on Wednesday 06 May 2026, with the new branch opening, at 75 Ellison Street, at 13:00 on Thursday 07 May 2026. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Abbey Drive Post Office, 50-54 Abbey Drive, Jarrow, NE32 3QG
- Primrose Post Office, Norham Terrace, Primrose, NE32 5QZ

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://postofficeviews.co.uk)

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,

*Lynne Archbold*

**Lynne Archbold  
Area Change Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

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

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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.**

## Appendix A

### Response to Local Public Consultation

**Consultation started** 03 February 2026

**Consultation ended** 17 March 2026

#### **Consultation responses**

- 228 responses from customers and local representatives

#### **Key issues raised**

- Access and Internal Space
- Parking
- Security and Privacy
- Staffing
- Range of products and services

#### **Response to issues raised**

##### **Access and Internal Space**

Currently there is a step at the entrance to the new premises, however for customers requiring assistance to enter, an assistance bell and signage will be installed. The sign will be clearly visible for customers to ring for assistance and a portable ramp will be available for further assistance. Both the bell and the sign will be accessible to wheelchair users. The new operator has been working towards installing a permanent ramp will be installed subject to satisfactory planning permission.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstruction. Access egress and adequate room is provided for customers and a wheelchair to move around without difficulty.

##### **Parking**

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and has confirmed that time restricted roadside parking is available on Grange Road. There is a Pay & Display Car park off Clayton Street available nearby approximately 240 meters from the new premises. Napier Car park, with designated disabled bays, also available approximately 400 meters from the new premises.

##### **Security and Privacy**

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

##### **Staffing**

Any person employed to work at Jarrow Post Office will be trained to the highest Post Office standards and, just as with branches we run ourselves, the branch staff will receive on-going training on products and services, as well as general operational and service-related matters.

## **Range of products and services**

We are confident that, once operational, the branch will have the capacity to meet existing customer demand as well as accommodate additional customers, while providing a comprehensive range of Post Office products and services. All Post Office branches offer free access to cash for customers of major high street banks, and customers will be able to use their debit cards to withdraw cash at the counter.

The branch will operate extended opening hours, ensuring access to services seven days a week. It will be open from 07:00 to 20:00 Monday to Saturday, and 08:00 to 20:00 on Sundays, thereby supporting the needs of both local businesses and personal customers.

## Appendix B

### Jarrow 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](http://www.postoffice.co.uk/branch-finder)

New Location	
Jarrow Convenience Store (formerly Simms News), 75 Ellison Street, Jarrow, NE32 3JU	
<b>New opening times</b>	
Monday	07:00 – 20:00
Tuesday	07:00 – 20:00
Wednesday	07:00 – 20:00
Thursday	07:00 – 20:00
Friday	07:00 – 20:00
Saturday	07:00 – 20:00
Sunday	08:00 – 20:00
Serving positions	
There will be two open plan serving positions.	
Access	
Currently, there is a step at the entrance to the proposed premises, however subject to planning permission, a permanent ramp will be installed. Internally, there will be low-level serving counters, a low-level writing desk, hearing loops and space for a wheelchair.	
Getting there	
The new branch will be located approximately 150 metres away from the current branch, along mostly level terrain. Parking is available nearby on Station Street.	
Store retail available	Convenience store.

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](http://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 operator.

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

Services available	<a href="#">Current Branch</a>	Proposed Branch
<b>Everyday Personal &amp; Business Banking</b>		
<a href="#">Cash Withdrawals</a>	✓	✓
<a href="#">Cash Deposits</a>	✓	✓
<a href="#">Cheque Deposits</a>	✓	✓
<b>Mails</b>		
<a href="#">Drop &amp; Go</a>	✓	✓
<a href="#">Parcelforce Express Services</a>	✓	✓
<a href="#">DPD - Buy in branch</a>	✓	✓
<a href="#">DPD - Drop off and collections</a>	✓	✓
<a href="#">Evri - Drop off and collections</a>	✓	✓
<b>Pay Bills &amp; Top Up</b>		
<a href="#">Pay Bills and Top up</a>	✓	✓
<b>Passport Applications</b>		
<a href="#">Paper Check &amp; Send - New &amp; Renewals</a>	✓	✓
<b>Identity Services</b>		
<a href="#">Document Certification Service</a>	✓	✓
<a href="#">In Branch Verification</a>	x	✓
<b>Driving</b>		
<a href="#">DVLA Photocard Renewal</a>	x	✓
<a href="#">Vehicle Tax</a>	✓	✓
<b>Travel</b>		
<a href="#">Foreign Currency</a>	✓	✓
<a href="#">Travel Insurance</a>	✓	✓
<a href="#">Travel Money Card</a>	✓	✓
<b>Your Finances</b>		
<a href="#">Savings application forms</a>	✓	✓
<a href="#">Savings Account ID Verification (free)</a>	✓	✓

## **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](https://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<sup>5</sup>
- 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<sup>6</sup> 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](mailto:Comments@postoffice.co.uk)**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>5</sup> 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<sup>6</sup> in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

<sup>6</sup> 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.