



Dear Customer

Changes to Sherburn Village Mobile Services
Affecting, Ebchester, Medomsley & Shotley Bridge
And commencement of Hamsterley Colliery Mobile Service

We are really pleased to let you know that we are restoring Post Office services to the community of Hamsterley Colliery, on Tuesday 9 December 2025 with the introduction of a temporary Mobile service, whilst we continue to seek a permanent solution. The new service will be operated from Outside Santonio's Restaurant, Victoria Tce, Hamsterley Colliery, Newcastle Upon Tyne, NE17 7SH by the Postmaster from Sherburn Village Post Office. The branch closed on Tuesday 21 October 2025, due to unforeseen circumstances.

The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises.

Additionally due to low customer usage Ebchester Mobile Service also operated by the Postmaster from Sherburn Village will cease from Thursday 4 December 2025. We would like to apologise for any inconvenience the closures may cause in the local area.

To accommodate the new Mobile service there will be some changes to the current opening hours at Medomsley & Shotley Bridge mobile services. These changes will take effect on Tuesday 9 December 2025 at 09:00, for Shotley Bridge mobile and Thursday 11 December 2025 at 11:15 for Medomsley mobile service.

Full details of the new mobile service and changes to the current mobile services are provided at the end of this letter

We will display posters locally to tell customers the good news. 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'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.

If you are a local representative, we will write to you again if we have any news about plans for future service provision in the local area.

We do hope that you will support this new service.

Yours faithfully

Lynne Archbold

Lynne Archbold
Area Change Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of the new Mobile Service:

Hamsterley Colliery Mobile Service		Services available				
Outside Santonio's Restaurant Victoria Tce Hamsterley Colliery Newcastle Upon Tyne NE17 7SH		Offer similar services, however excluding Euros Travel Money.				
Opening times		Access				
<table><tr><td>Tues</td><td>10:15 – 11:15</td></tr><tr><td>Thurs</td><td>10:15 – 11:00</td></tr></table>		Tues	10:15 – 11:15	Thurs	10:15 – 11:00	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Tues	10:15 – 11:15					
Thurs	10:15 – 11:00					
Getting there						

This new mobile service will be located approximately 110 metres away from the previous Hamsterley Colliery branch, along level terrain. Roadside parking is available nearby the mobile van.

Alternative branches

There are times our branches may need to make changes to its opening hours. The latest available branch information, including any additional possible alternative Post Office services 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.

Alternatives Post Office services for Ebchester Mobile Service

Located at: Ebchester Community Centre Car Park, Shaw Lane, Consett, DH8 0PY

Durham Road Post Office		Services Available
Windsor House Pemberton Road Blackhill Consett DH8 8JJ		Offers similar services, however excluding Vehicle Tax and Travel Insurance On Demand.

Opening times		Access
Mon - Sat	08:00 – 20:00	This branch has a wide and level access at the entrance.
Sun	09:00 – 20:00	

Getting there

This service is approximately 2.8 miles from Ebchester Mobile Service, along varied terrain. Roadside parking is available nearby. A bus service is available between Ebchester Mobile Service and this service. The nearest bus stop is approximately 220 metres away.

Consett Post Office		Services available
40 Middle Street Consett DH8 5QJ		Offers similar services, with the addition, of a comprehensive range of Travel Money and Passport Check & Send.

Opening times		Access
Mon - Sat	09:00 – 17:30	This branch has a wide door and level access at the entrance.
Sun	Closed	

Getting there

This service is approximately 3.4 miles from Ebchester Mobile Service, along varied terrain. Time restricted roadside parking is available nearby on Victorea Road. A bus service is available between Ebchester Mobile Service and this service. The nearest bus stop is approximately 170 metres away.

Alternatives Post Office services for Hamsterley Colliery Post Office
Located at: 1 Victoria Terrace, Hamsterley Colliery, Newcastle upon Tyne, NE17 7SJ

Chopwell Post Office	Services Available
15 Tay Street Chopwell Newcastle upon Tyne NE17 7DG	Offers similar services, however excluding Euro Travel Money, and Vehicle Tax.

Opening times	Access						
<table><tr><td>Mon</td><td>09:30 – 19:00</td></tr><tr><td>Tues - Fri</td><td>08:30 – 19:00</td></tr><tr><td>Sat - Sun</td><td>09:00 – 17:00</td></tr></table>	Mon	09:30 – 19:00	Tues - Fri	08:30 – 19:00	Sat - Sun	09:00 – 17:00	This branch has a wide door with a ramp at the entrance.
Mon	09:30 – 19:00						
Tues - Fri	08:30 – 19:00						
Sat - Sun	09:00 – 17:00						
Getting there							

This service is approximately 1.7 miles from Hamsterley Colliery Post Office, along varied terrain. Roadside parking is available outside the premises. Buses serve the surrounding area.

Highfield Post Office	Services available
Smailes Lane Highfield Rowlands Gill NE39 2LS	Offers similar services, however excluding Euro Travel Money, and Vehicle Tax.

Opening times	Access								
<table><tr><td>Mon - Thurs</td><td>09:00 – 13:00 14:00 – 17:00</td></tr><tr><td>Fri</td><td>09:00 – 13:00</td></tr><tr><td>Sat</td><td>09:00 – 12:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Thurs	09:00 – 13:00 14:00 – 17:00	Fri	09:00 – 13:00	Sat	09:00 – 12:00	Sun	Closed	This branch has a wide door and a step at the entrance.
Mon - Thurs	09:00 – 13:00 14:00 – 17:00								
Fri	09:00 – 13:00								
Sat	09:00 – 12:00								
Sun	Closed								
Getting there									

This service is approximately 4 miles from Hamsterley Colliery Post Office, along varied terrain. Parking is available outside the premises. A bus service is available between Hamsterley Colliery Post Office and this service. The nearest bus stop is approximately 94 metres away.

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.

Details of the change to existing Mobile service opening hours

Details of the change to existing Mobile service opening hours:			
Medomsley Mobile Service		Located Outside Magdelene Court, Medomsley, Consett, DH8 6RF	
Current opening times		New opening times	
Thursday	11:00 – 11:45	Thursday	11:15 – 11:45

Details of the change to existing Mobile service opening hours:			
Shotley Bridge Mobile Service		Located at Crown and Crossed Swords Car Park, Front Street, Shotley Bridge, Consett, DH8 0HU	
Current opening times		New opening times	
Tuesday	09:30 – 10:15	Tuesday	09:30 – 10:00
Thursday	09:30 – 10:00	Thursday	09:30 – 10:00

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure¹/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

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

Comments@postoffice.co.uk

FREEPOST Your Comments

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Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.