



Dear Customer

Engaging with our customers - Share your views

Changes to Stocksfield Mobile Services Affecting: Ninebanks and Falstone Mobile Services

We are writing to inform you that, regrettably, due to low customer usage, Ninebanks Mobile Service, which is operated by Stocksfield Post Office from opposite Hill View Cottage, next to out buildings Manor Farm, Ninebanks, Hexham, NE47 8DA, will be closing on Wednesday 22 October 2025 at 11:30.

However, we are delighted to let you know that the same postmaster from Stocksfield Post Office has agreed to run a new Mobile service, with the introduction of Falstone Mobile Service, which will be operating outside Falstone Village Hall, Matthew Ridley Memorial Hall, Falstone, NE48 1AA. This service presents the best possible solution to restore Post Office services to the community of Falstone, after the previous Outreach service closed in October 2024. Falstone Mobile Service will be commencing on Wednesday 29 October 2025 at 10:45. Further details of the changes to these services are provided at the end of this letter.

We would like to hear from you

As we are keen to restore services to this community as soon as possible, we have decided to go ahead with our plans. Restoring the service as a Mobile outreach is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the proposed day/s and opening hours?

We will be accepting comments until Tuesday 21 October 2025. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on the reopening of this Post Office service through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the engagement for this service either by branch name, postcode or the unique branch code **355329**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

Want to tell us what you think right here and now? Scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



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.

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the starting date, posters will be displayed locally to let customers know.

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

We do hope that you will support this new service.

Yours faithfully

Lynne Archbold

Lynne Archbold
Area Change Manager

Details of the new Mobile Service:

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.

Falstone Mobile Service		Services available
Falstone Village Hall, Matthew Ridley Memorial Hall, Falstone, Northumberland, NE48 1AA		A range of services will be available.
Opening times		Access
Wed	10:45 – 11:45	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.
All other days	No Service	
Getting there		
This mobile service is in the same location of the previously closed outreach service.		

Alternative branches for Ninebanks Mobile Service

opposite Hill View Cottage, next to Manor Farm, Ninebanks, Hexham, Northumberland, NE47 8DA

Allendale Post Office		Services available
Market Place, Allendale Hexham Northumberland NE47 9AZ		Offers similar services, with the addition of On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	There are 2 steps at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	

Getting there

Approximately 4.4 miles from Ninebanks Mobile Service, along varied terrain.
There is a car park opposite the branch.
There are no direct buses between Ninebanks Mobile Service and this Post Office branch.

Nenthead Post Office		Services available
Vicarage Terrace Nenthead, Alston Cumbria, CA9 3PL		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Fri	08:30 – 13:00	There is a ramp at the entrance to the premises.
Sat - Sun	Closed	

Getting there

Approximately 7.7 miles from Ninebanks Mobile Service, along varied terrain.
Roadside parking is available nearby.
There are no direct buses between Ninebanks Mobile Service and this Post Office branch.

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

Comments@postoffice.co.uk

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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.