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Newcastle Building Society delivers high street boost as doors open at new Guisborough branch

Newcastle Building Society has opened a new branch in Guisborough, North Yorkshire, giving a boost to the high street and extending its commitment to accessible financial services.

Located on Westgate in the town centre, the new branch will offer a full range of counter services alongside support from a team of friendly, local colleagues, helping customers with everyday savings, mortgages and financial guidance.

The opening comes at a time when many communities are losing access to local financial services, with Newcastle Building Society continuing to invest in welcoming branches where customers can speak to someone in-person and access support when they need it most.

Jill Armstrong, managing director at Newcastle Building Society, said: “We know how much people value being able to speak to someone they trust about their money, so we’re delighted to be open for business in Guisborough.

“As a member-owned organisation we listen carefully to the needs of our customers, and move quickly when opportunity arises. Our continued investment in well-staffed, community-focused branches contrasts sharply with the approach of the big banks, who are still moving away from the high street and limiting consumer choice.

“Along with our digital offer, investing in branches and backing real conversations about everyday money is how we’re growing the Society and building the positive impact we have in our communities.”

Against the trend of closures, Newcastle Building Society has invested heavily in its branch network in recent years, opening new locations and modernising existing facilities. New branches include the Society’s flagship at Monument in Newcastle city centre, an innovative new community partnership branch in North Shields – which shares space within local charity YMCA North Tyneside – and a new high street branch in Pickering, which opened shortly after the closure of the last bank in town.

ENDS

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About us

Newcastle Building Society is the UK's 7th largest building society with 32 branches across the North East, Cumbria and North Yorkshire. A branch in Manchester city centre opened in 2025 under the Manchester Building Society brand. The Society has assets of more than £7bn. It has been there for its members for over 160 years.

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We help people to own their home, to save and to plan their finances through our range of products and services. We believe in the role of the high street at the heart of our communities and we're proactive in making financial information and financial advice accessible across our regions.

We're dedicated to helping our communities make positive changes; since 1995 the financial support through grants and donations from the Newcastle Building Society Community Fund at the Community Foundation North East to benefit local causes has surpassed £1.8m.

As a leading local employer, we're committed to growing our region's talent and being a great place to work where people can realise their potential. We hold Platinum IIP. We are a Real Living Wage employer and were the first building society in the UK to become an accredited Living Pension employer in 2024. Newcastle Building Society is ranked 65th in the 2025 Social Mobility Employer Index, and we have been named Regional Building Society of the Year for nine consecutive years (2017–2025) by What Mortgage? and Best Overall Personal Finance Brand at the Personal Finance Awards 2023/24 and 2024/25. In 2024 Newcastle Building Society became the first UK business to receive international accreditation for mutual value measurement, recognising our ongoing commitment to creating value for our members and communities.

Newcastle Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FCA reg number: 156058