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High street boost for Middlesbrough with new Newcastle Building Society branch and community space

Newcastle Building Society has delivered a boost to Middlesbrough town centre and the local community with the opening of a new branch on Linthorpe Road, bucking the national trend of branch closures and improving access to financial services on Teesside.

Part of a multi-million-pound investment in branches across the North East, the Society has relocated its Middlesbrough branch to a bigger and more prominent location, which includes a dedicated space for local charities and community groups.

Customers, colleagues and members of the community helped celebrate the official ribbon cutting at an event this week. Newcastle Building Society CEO, Andrew Haigh, was joined by Sue Kearney, CEO of The Hope Foundation alongside representatives from charities including Age UK Teesside and Daisy Chain as well as the Middlesbrough Rotary Club to formally open the doors to the new branch.

More than half of Newcastle Building Society branches now include a community room, which are free-to-use spaces for charities and groups to meet up. Open to customers and non-customers, the spaces are one way the Society makes a difference in communities and helps create positive change for local people.

Despite the national trend in bank branch closures, Newcastle Building Society has continued to invest in its branch network by improving and increasing its number of branches across the region. Over recent years, the Society has opened branches in several new locations by sharing space in community hubs, and helping to restore access to financial services in places where banks have left town.

It's a strategy that is working for the Society, and growing its high street presence while other financial services providers disappear from communities has seen its branch savings balances grow at a rate of more than double the whole-of-the-market average.

Andrew Haigh, chief executive officer at Newcastle Building Society said: "We're delighted to formally open the doors to our new Middlesbrough branch. Investing in the branch means

better facilities for customers and colleagues and secures the future of financial services in the town centre. It's essential that people in our communities can have a real conversation about their money, preserving that vital access to trusted financial advice and information. High streets are better with branches and whoever you are, there are times when speaking to someone face-to-face is best.

“That’s why we’re investing significantly into our branch network, committing to Middlesbrough and giving customers a proper choice – whether they want the convenience of our online services, or a friendly face on our high streets.

“Feedback from customers is fantastic, which is reflected in the growth we’ve experienced in the number of members, branch savings balances and high customer satisfaction levels across the business.”

Since 2015, more than 6,200 bank branches have closed across the UK, including several in the North East, forcing customers to travel miles to get to their nearest branch and making it harder for some people to manage their money.

Other recent branch investments by Newcastle Building Society include the refurbishment of its Hartlepool branch, a new branch in Pickering, North Yorkshire, and a new community partnership branch in North Shields. Future investment for the Society includes work on a new flagship location in Newcastle city centre, and a collaboration with North Tyneside Council to open a new branch in Tynemouth Library, following planned redevelopment.

For more information on Newcastle Building Society and its commitment to branches visit www.newcastle.co.uk

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About Newcastle Building Society

Newcastle Building Society is the biggest building society in the North East, with a network of 32 branches and assets of more than £6.2bn. We've been here for our members for over 160 years.

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 earlier this year. We have been named Regional Building Society of the Year for eight consecutive years from 2017 – 2024 by What Mortgage? and also won Best Overall Personal Finance Brand at the Personal Finance Awards for two years running 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.

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, as our branch network grows, we are increasingly proactive in making financial information and financial advice accessible across our regions.

Financial Advice is provided through our Newcastle Financial Advisers Limited subsidiary. Face-to-face financial advice is available at each of the Society's 32 branches. For the third year running, Newcastle Financial Advisers has been awarded Top Rated Firm status by VouchedFor - the UK's leading review site for Financial Advisers.

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 to benefit local causes has surpassed £1.7m. Our total community contributions in 2023, made up of grants, match funding, and our ongoing partnership donations, was more than £350,000.

Newcastle Building Society is committed to creating a culture of belonging, where people can bring their whole self to work and be respected and valued for who they are. Our colleague-run networks include the Race Network, LGBTQ+ Network the Disability and Awareness Network, Women in Leadership Network, Menopause Network and Parent and Carers Network, all of which help steer Diversity, Equity and Inclusion policy within the organisation.

www.newcastle.co.uk

Newcastle Building Society Principal Office: 1 Cobalt Park Way, Cobalt Business Park, NE28 9EJ.

Newcastle Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Newcastle Building Society is entered in the Financial Services Register under number 156058. You can check this on the Financial Services Register or by contacting the Financial Conduct Authority on 0800 111 6768.