



Brixham Town Council

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Town Clerk: Mrs Tracy Hallett

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| Contact Officer | Tracy Hallett | Job Title | Town Clerk |
| Report Title | Banks | | |

Summary

Lloyds Bank have recently announced the closure of some of their branches, which Brixham's is included in the list of closures. This is the last remaining bank in Brixham.

In general, there seems little day-to-day impact on the closure of bank branches. However, this is only if account holders have online banking to access other banking services.

With the demographic age of Brixham, there are concerns that those with a disability or the elderly who are less able to move to online banking may be adversely affected and could find it challenging to travel to their nearest bank branch. For many banks, this means a journey to Paignton.

In April 2021, the Money Saving Expert produced an article about a pilot 'bank hub' scheme that will be run in eight towns across the UK to test new ways to boost access to cash in local communities. The scheme is due to be launched in September and will be a small scale trial, but if successful these measures could be rolled out more widely in future. Thereby, enabling those without online banking facilities to meet staff from their own bank for face-to-face help.

However, there are increasing concerns on the reduction of services as a whole to the community. These include the reduction of doctors surgeries and access to NHS dental surgeries.

Recommendation

This document has been put together to aid discussions and therefore there are no recommendations.

The question is, should the Town Council consider a review of the core services in Brixham, based on reduction of doctors surgeries, access to NHS dental surgeries and the reduction of bank branches for example.

Impact Communities

In general, it seems that the loss of bank branches will have little day-to-day impact for those that have online banking.

In January 2020, the House of Commons produced a briefing paper called “Bank branches: why are they closing and what is the impact?” The full briefing paper can be read by clicking the following link:

<https://researchbriefings.files.parliament.uk/documents/CBP-8740/CBP-8740.pdf>

The paper states that

“There have been calls for the UK Government to consider legislation to require the provision of a physical banking services network. The Treasury Select Committee said in May 2019 that face to face banking is “still a vital component of the financial services sector and must be preserved.” It said that if “the financial services market is unwilling to innovate to halt the closure of bank branches, market intervention by Government or the [Financial Conduct Authority] may be necessary to force banks to provide a physical network for consumers”. One way in which physical banking might be preserved could be via new bank hubs in Post Offices, or through facilities shared by multiple banks.”

“The National Assembly for Wales Economy, Infrastructure and Skills Committee called in October 2019 for the “UK Government... to review whether the Access to Banking Standard is sufficiently robust to address the impact of bank closures on vulnerable people, SMEs and local communities, or whether regulatory or other mitigating action is needed.” The May Government rejected calls for it to intervene to prevent the closure of branches. It argued that these are commercial decisions. However, it said that it would continue to engage with banks and other stakeholders to minimise the impact of branch closures.”

Post Office Services

Post Offices provide every day bank services, including:

- Pay in cash* and cheques
- Withdraw money
- Check bank balances

* debit card required in the main. There are, however, a minority of banks where cash can be deposited using a pre-paid deposit slip.

Post Office Banking Services: Personal Banking

| Bank | Automated | | | Manual | |
|------------------------|-------------------------------|--|-------------------------------|----------------------------|------------------------------|
| | Cash withdrawal Debit card | Cash deposit Debit card / Barcoded / Deposit only card | Balance enquiry Debit card | Cheque deposit envelope | Cash deposit Deposit slip |
| Adam & Co | ✓ | ✓ | ✓ | ✓ | ✗ |
| Allied Irish Bank (GB) | ✓ | ✓ | ✓ | ✓ | ✓ |
| AIB (NI) | ✓ | ✓ | ✓ | ✓ | ✓ |
| Bank of Ireland | ✓ | ✓ | ✓ | ✓ | ✓ |
| Bank of Scotland | ✓ | ✓ | ✓ | ✓ | ✓ |
| Barclays | ✓ | ✓ | ✓ | ✓ | ✗ |
| Cahoot | ✓ | ✓ | ✓ | ✓ | ✗ |
| Cashplus | ✓ | ✓ | ✓ | ✗ | ✗ |
| Coutts | ✓ | ✓ | ✓ | ✓ | ✗ |
| Co-Op | ✓ | ✓ | ✓ | ✓ | ✗ |
| Danske | ✓ | ✓ | ✓ | NI only | ✗ |
| First Direct | ✓ | ✓ | ✓ | ✓ | ✗ |
| Halifax | ✓ | ✓ | ✓ | ✓ | ✓ |
| Handelsbanken | ✓ | ✓ | ✓ | ✗ | ✗ |
| HSBC | ✓ | ✓ | ✓ | ✓ | ✗ |
| Lloyds | ✓ | ✓ | ✓ | ✓ | ✓ |
| Nationwide | ✓ | ✗ | ✓ | ✗ | ✗ |
| RBS | ✓ | ✓ | ✓ | ✓ | ✓ |
| Santander | ✓ | ✓ | ✓ | ✓ | ✗ |
| Smile | ✓ | ✓ | ✓ | ✓ | ✗ |
| Starling Bank | ✓ | ✓ | ✓ | ✗ | ✗ |
| <u>Thinkmoney</u> | ✓ | ✓ | ✓ | ✓ (1) | ✗ |
| TSB | ✓ | ✓ | ✓ | ✓ | ✓ |
| Ulster | ✓ | ✓ | ✓ | ✓ | ✓ |
| Virgin Money | ✓ | ✓ | ✓ | ✓(2) | ✓(2) |

(1) - Deposit slip NOT required in cheque deposit envelope | (2) - For sort codes starting "82" or "05"

Post Office Banking Services: Business Banking

| Bank | Automated | | | Manual | | | Change Giving 'Lite' |
|------------------------|-------------------------------|--|-------------------------------|----------------------------|---|-------------------------------------|----------------------|
| | Cash withdrawal Debit card | Cash deposit Debit card / Deposit only card | Balance enquiry Debit card | Cheque deposit envelope | Cash deposit Deposit slip / Barcoded slip | Change Giving Card / Barcoded | |
| Allied Irish Bank (GB) | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ |
| AIB (NI) | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ |
| Bank of Ireland | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ (2) | ✗ |
| Bank of Scotland | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ |
| Barclays | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| CAF | ✗ | ✗ | ✗ | ✓ | ✗ | ✗ | ✗ |
| Cashplus | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ | ✗ |
| Co-Op | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ (2) | ✗ |
| Danske | ✓ | ✓ | ✓ | NI only | ✗ | ✗ | ✓ |
| Handelsbanken | ✓ | ✓ | ✓ | ✗ | ✓ | ✓ (2) | ✗ |
| HSBC | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ | ✓ |
| Lloyds | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ |
| Metro | ✗ | ✓ | ✗ | ✓ | ✓ | ✓ (2) | ✗ |
| NatWest | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ (2) | ✗ |
| RBS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ (2) | ✗ |
| Santander | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ (2) | ✗ |
| Starling Bank | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ | ✗ |
| TSB | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ |
| Ulster | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ (2) | ✗ |
| Virgin Money | ✓ | ✓ | ✓ | ✓ (3) | ✓ (3) | ✓ (2) | ✗ |

(1) - Deposit slip NOT required in cheque deposit envelope | (2) - Change Giving Card | (3) For sort codes starting "82" or "05"

Which? Report dated 24th July 2020

Are banks playing fair when closing the last branch in town?

Post Office Bank Hubs

(Money Expert Article dated 28th April 2021)

A pilot scheme in eight towns across the UK will test new ways to boost access to cash in local communities – with measures including local shops offering cashback, new 'bank hubs' in Post Offices and more free ATMs. And while it's a small-scale trial at the moment, if successful these measures could be rolled out more widely in future.

Initially unveiled last year and backed by major banks, the independent Community Access to Cash Pilots (CACP) scheme aims to find "scalable solutions" to help keep cash available for those who need it most. Pilot services in the eight communities – including two new Post Office bank hubs which opened today – will run until the end of September.

It comes after the House of Lords Liaison Committee last week called for urgent action to protect access to cash, citing warnings from MoneySavingExpert.com founder Martin Lewis over the risks of moving towards a cashless society. Recent research from the financial regulator has found some 5.4 million adults in the UK rely on cash to a great or very great extent in their day-to-day lives.

For help getting cash where you are, see this handy tool to find your nearest free ATM, plus our 2018 blog on little-known ways to bank at the Post Office (though note some of the details in it may not be fully up to date).

Post Office 'bank hubs' among the measures to be tested

While coronavirus lockdown restrictions have delayed certain elements of the pilots going live, the measures now being rolled out in order to boost access to cash include:

- **New Post Office 'bank hubs' on the high street.** Two such hubs have opened today in Rochford, Essex and Cambuslang, South Lanarkshire. While most people can already withdraw and deposit cash and check their bank balance at a Post Office (see below), these new bank hubs go further by letting customers meet with staff from their own bank for face-to-face help.

For example, in Rochford, the branch will be shared by five banks, each of which will serve customers on one day each week - NatWest on Monday, Lloyds on Tuesday, Santander on Wednesday, Barclays on Thursday and HSBC on Friday.

- **More widespread cashback from local stores, restaurants and pubs.** In addition, cash withdrawals via PayPoint counters and new, app-based digital services are being tested in order to widen the options for people to get cash locally.
- **Automated cash deposit machines for small businesses.** These mean retailers don't have to close to travel to a nearby town bank branch to deposit their takings, helping make cash more viable to use long-term.

In addition, the scheme is testing the addition of more free ATMs and education services to help those who want to access digital banking. The locations involved in the Community Access to Cash Pilots (CACP) schemes are:

- **in England**, Botton Village (North Yorkshire), Burslem (Staffordshire), Lulworth Camp (Dorset), and Rochford (Essex)
- **in Scotland**, Cambuslang (South Lanarkshire), and Denny (Falkirk)
- **in Wales**, Hay-on-Wye (Breconshire)
- **in Northern Ireland**, Millisle (County Down).