

Carl Hearn

From: [REDACTED]@barclays.com
Sent: 16 June 2022 13:11
To: Cllr.Coulson@westdevon.gov.uk; Cllr.David.Turnbull@swdevon.gov.uk;
Cllr.Jeffrey.Moody@westdevon.gov.uk; Cllr.Debo.Sellis@westdevon.gov.uk; Carl
Hearn
Cc: david.podd@barclays.com
Subject: Barclays is making a change in your constituency
Attachments: Reason-for-closure-Tavistock.pdf

Dear Councillors & Town clerk

I would like to give you notice of a change Barclays is making locally. On Friday 23rd September, 2022 we are closing our branch at Tavistock.

The decision to close a branch is never an easy one, however, the way people bank today is unrecognisable from 50 years ago when almost every banking transaction took place in a branch. Now, that number is less than 10%, and we need to make sure that we are providing our services in ways that best reflect customers' needs, including outside of traditional branch formats.

This ongoing change in behaviour means we are seeing a sustained fall in customer transactions across our network and this is reflected at the Tavistock branch where there has been a 48% reduction in counter transactions in the last twelve months, compared to the twelve months to March 2020. In addition, we can identify that 88% of our customers at the branch are using alternative ways in which to undertake their banking, including via the telephone, online and mobile app.

Despite the branch closure, we are confident that access to banking remains sufficient in the local community; everyday transactions can be completed at any Post Office, with the closest located at 4 Abbey Place, Tavistock, a short distance away. There are 10 free-to-use ATMs within one mile, the nearest at TSB and NatWest, Bedford Square, Tavistock; while the closest Barclays branch is 140- 146 Armada Way, Plymouth.

We appreciate that not all of our customers will adopt change at the same pace, and we would like to underline our commitment to supporting our vulnerable customers through this change. We have identified that in total 25 regular customers use this branch exclusively for their banking and do not interact with us in other ways. We will be making personal contact with all regular branch users to discuss their options and guide them through alternative ways to bank.

Although the branch is closing, we will still have an active presence in the community via new and alternative physical touchpoints. We plan to provide additional face-to-face access for banking services via one of our community locations – from the point of closure. Further details, including the timings and the location, will be communicated to our regular customers in the coming days.

As part of this closure announcement we will follow the Access to Banking Standard. This means all of our local customers will be informed of our decision at least 12 weeks before the closure via letter. We will also make available our Reasons for Closure document.

We appreciate you may receive queries from local residents on this matter, and want to make sure you are prepared with the relevant information in this event. As part of this process we would welcome your views on how we can help smooth the transition of this branch closure for local customers.

In particular, I would be interested to hear your thoughts on the following questions:

- What do you believe will be the biggest impact of the closure of the Tavistock branch on the local community?

- What do you believe will be the biggest impact of the closure of the Tavistock branch on customers of the branch?
- What alternative ways to bank do you believe need to be provided to help customers and the community adapt to this change?

I would be happy to arrange a call or meet with yourselves, to discuss this in further detail.

If you have any questions in the meantime, please do not hesitate to contact me.

Kind regards,

[Redacted Name]

[Redacted Title] Customer Care Director | South West Counties | UK Retail and Business Banking
Mobile +44 (0) 777 554 5887 | Email [\[Redacted Email\]](mailto:[Redacted Email])

[Redacted Title] Group Head of Market Personal Assistant | South West Counties
Tel +44 (0) 20645 10880 | Mobile +44 (0) 770622878 | [\[Redacted Email\]](mailto:[Redacted Email])

Webex [\[Redacted Webex Link\]](https://[Redacted Webex Link])

RESPECT | INTEGRITY | SERVICE | EXCELLENCE | STEWARDSHIP

Creating opportunities to rise

 Please consider the environment before printing this mail

RESTRICTED - INTERNAL

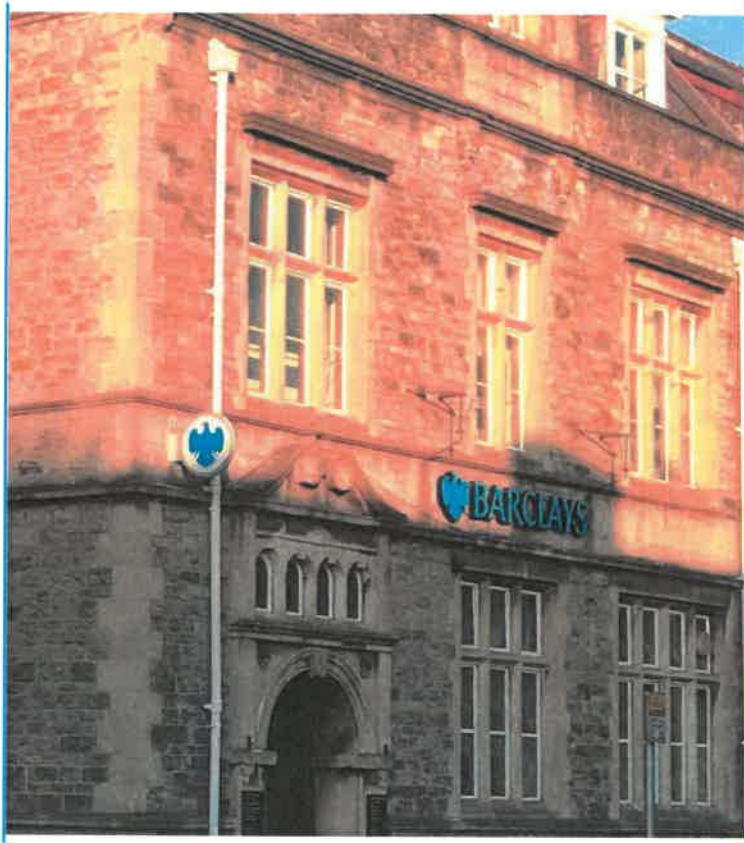
This message is for information purposes only, it is not a recommendation, advice, offer or solicitation to buy or sell a product or service nor an official confirmation of any transaction. It is directed at persons who are professionals and is not intended for retail customer use. Intended for recipient only. This message is subject to the terms at: www.barclays.com/emaildisclaimer.

For important disclosures, please see: www.barclays.com/salesandtradingdisclaimer regarding market commentary from Barclays Sales and/or Trading, who are active market participants; and in respect of Barclays Research, including disclosures relating to specific issuers, please see <http://publicresearch.barclays.com>.

If you are incorporated or operating in Australia, please see <https://www.home.barclays/disclosures/importantapacdisclosures.html> for important disclosure.

How we use personal information see our privacy notice <https://www.investmentbank.barclays.com/disclosures/personalinformationuse.html>

This email has been scanned for spam & viruses. If you believe this email should have been stopped by our filters, [click here](#) to report it.



This branch is closing – but we're still here to help

Our Tavistock branch is closing
on Friday 23 September 2022

Reasons for closure, and alternative ways to bank.

This branch is closing – but your bank is always open

This first booklet will help you understand why we've made the decision to close this branch. It also sets out the banking services and support that will be available to you after this branch has closed.

In a second booklet, which will be available from the branch prior to it closing or online at home.barclays/ukbranchclosures, we'll share concerns and feedback from the local community. We'll also detail how we are helping people transition from using the branch with alternative ways to carry out their banking requirements.

Here are the main reasons why the Tavistock branch is closing:

- The number of counter transactions has gone down in the previous 24 months, and additionally 88% of our branch customers also use other ways to do their banking such as online and by telephone
- Customers using other ways to do their banking has increased by 14% since 2016
- In the past 12 months, 20% of this branch's customers have been using nearby branches
- We've identified that only 25 customers use this branch exclusively for their banking

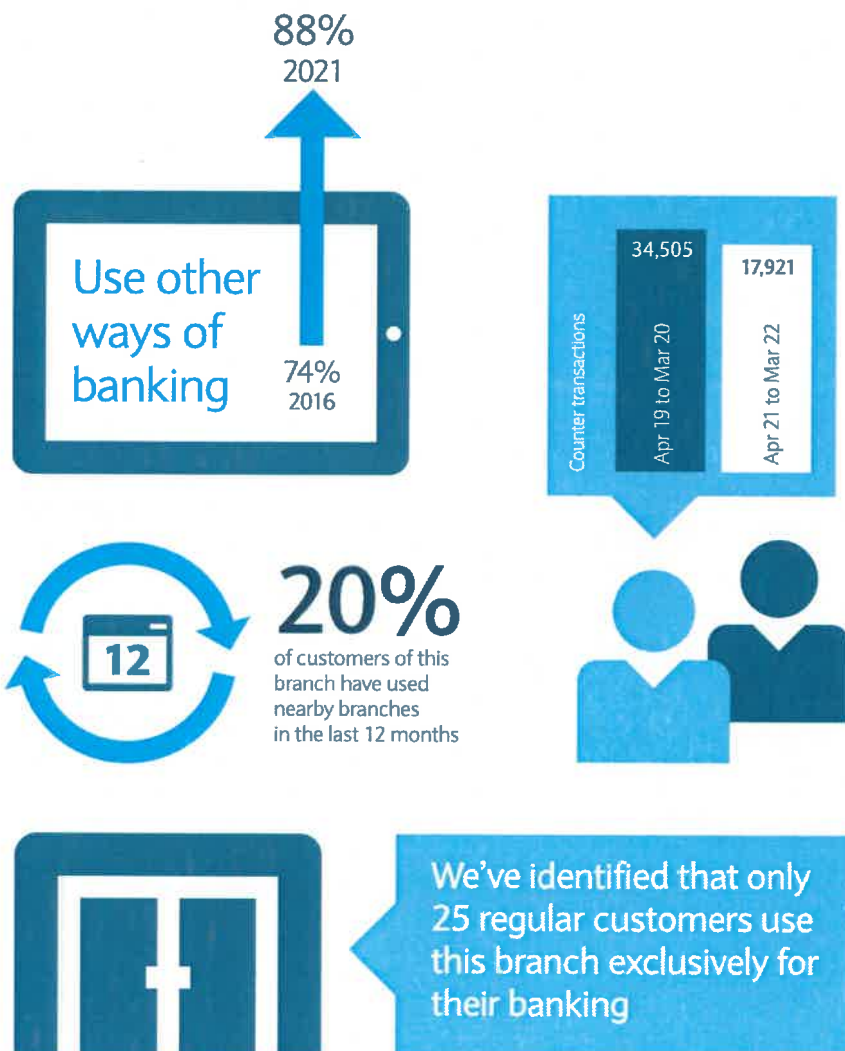


Proposals to close any branch are made by the Barclays local leadership teams and verified at a national level ahead of any closure announcement. If you have any questions and concerns about these changes then please feel free to get in touch over the phone on **0345 7 345 345**², or with Michael Watts, your Customer Care Director for South West Counties.

Email: michael.watts1@barclays.com

How banking is changing

Many people are choosing to bank differently, and these changes inform our decisions



How this branch is used

Before we make the decision to close any branch, we think carefully about how it has been used so far. We consider how many customers have been visiting, what kind of transactions they've been making, and all the other ways they've been choosing to bank with us. We also take into consideration the availability of other branches in the wider community.

Customers

Usage in last year	Regular (3+ times)	Heavy (12+ times)	% heavy users who also use nearby branches
Personal	1,319	209	19%
Business & Corporate	198	63	22%

Weekly transactions

Personal				
	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Apr 19 to Mar 20	516	192	150	174
Apr 21 to Mar 22	254	99	72	83
Apr 19 to Mar 20 vs Apr 21 to Mar 22	-51%	-48%	-52%	-52%

Business & Corporate				
	Counter transactions	Cash withdrawals	Cash deposits	Cheque deposits
Apr 19 to Mar 20	147	9	85	53
Apr 21 to Mar 22	91	5	59	27
Apr 19 to Mar 20 vs Apr 21 to Mar 22	-38%	-44%	-31%	-49%

Opening hours of Tavistock

Monday	09:30-15:30
Tuesday	09:30-15:30
Wednesday	Closed
Thursday	09:30-15:30
Friday	09:30-15:30
Saturday	09:30-13:30
Sunday	Closed

Facilities available

Counter services	Yes
Cash machines	Yes
Self service machines	Yes

Cheque deposit volumes may show an increase due to the fact that deposits completed through self-service devices in the earlier comparison period did not count towards the total.

Other places you can bank locally

There are many other ways you can still bank in your local community, including nearby Barclays branches, cash machines and Post Offices.

Nearby Barclays branches

Name	Plymouth	Liskeard
Address	140-146 Armada Way, Plymouth PL1 1LA	The Parade, Liskeard PL14 6AR
Distance (miles)	14.7	17.3
Branch Facilities – Counters	Yes	Yes
Branch Facilities – Self service	Yes	Yes

Opening hours for these and all our branches can be found at [barclays.co.uk/branchfinder](https://www.barclays.co.uk/branchfinder)

Nearby free cash machines

Location	Address	Distance (miles)
TSB	Bedford Square, Tavistock PL19 0AG	0.0
NatWest	Bedford Square, Tavistock PL19 0AQ	0.0

To find the location of any LINK³ cash machine, go to [link.co.uk](https://www.link.co.uk)

Nearby Post Offices

Post Office Name	Address	Distance (Miles)
Tavistock	4 Abbey Place, Tavistock PL19 0AA	0.1
Whitchurch	234 Whitchurch Road, Tavistock PL19 9DQ	1.4

To find the location and opening hours of any Post Office, go to [postoffice.co.uk/branch-finder](https://www.postoffice.co.uk/branch-finder)

All data contained within this booklet was sourced in March 2022 and published in June 2022

Ways to bank

We want to make staying in control of your everyday banking as easy and convenient as possible. Over the years, we've introduced many ways you can bank without having to come into a branch.

The Barclays app

Transfer money between accounts and keep a check on your balances. If you need to, you can call us directly from the app too. The Barclays app is free to download from your app store¹.

Online Banking

Do all your everyday banking tasks from your home computer. We use the most advanced security systems to keep your details safe and our Online and Mobile Banking Guarantee protects you from fraud. To register, just call 0345 734 5345².

Telephone Banking

Available 24 hours a day, seven days a week. You can hear your balance, check transactions, pay bills and transfer money. You can speak to an adviser about your banking needs too. To register, just call 0345 734 5345².

The Post Office

All customers can withdraw or pay in cash and check balances using their Barclays debit card and PIN at thousands of Post Office branches across the country.

All customers can also pay cheques into a Barclays account using a personalised paying-in slip and a cheque deposit envelope. You will need to allow two extra working days for cheques to reach your Barclays accounts using the Post Office.

Transaction charges for Business transactions will apply.

LINK cash machines

Withdraw cash, check your balance and request a receipt at any cash machine displaying the LINK sign³. You can also print off a mini statement at Barclays cash machines.



If you would like more information or help with any of the different ways you can bank with us, please speak to someone in branch or visit barclays.co.uk/ways-to-bank. If you're a business customer then visit barclays.co.uk/business-banking/ways-to-bank

Broadband - to check the availability and speeds in your area please visit checker.ofcom.org.uk/broadband-coverage. If you need any support, please speak to someone in branch.

Glossary

Glossary of terms

Feedback from local community	May include local MPs, Councillors, Consumer Groups identified with a particular interest in the closure, or received directly from personal or business customers
Nearby branches	These are the branches listed on page 5
Exclusively for their banking	Only use the counter in branch (12 or more times in the last 6 months) and did not use online, telephone, mobile banking or any of the nearby branches
Use other ways of banking	Use online, telephone or mobile banking in addition to the branch
Counter Transactions	Cheque deposits, cash withdrawals and deposits
Usage – Regular	Used an inside ATM or the Counter – 3 or more times in the last 12 months.
Usage – Heavy	Used an inside ATM or the Counter – 12 or more times in the last 12 months.
Branch Facilities – Counters	Has a manned traditional style counter
Branch Facilities – Self Service	May have one or more of the following: External / internal cash machine, online banking point, quick pay point / service point or Assisted Service Counter
Nearby free cash machines	Cash machines identified nearby that are free to use, additional free to use cash machines may also be nearby, as well as cash machines that charge a usage fee

Discover more at
barclays.co.uk/ways-to-bank

If you're a business customer visit
barclays.co.uk/business-banking/ways-to-bank

To get this in Braille, large print or audio, call **0800 400 100** (via Text Relay)
or visit barclays.co.uk/accessible-services

Calls may be recorded for quality and training purposes.

¹ You need to be 15 or over to use the app. T&Cs apply.

² Calls to 03 numbers are charged at the same rate as calls to 01 & 02 landlines and will count towards any inclusive minutes you may have covering calls to landline numbers.

³ Call charges may differ, please check with your local provider.

⁴ Cash withdrawal fees may apply to some cash machines in the LINK network.

Barclays Bank UK PLC. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 759676) Registered in England. Registered No. 9740322. Registered Office: 1 Churchill Place, London E14 5HP.

Item ref: 9917459_UK_06/22