

# Congleton Branch Community Engagement



## We're closing our Congleton branch on 20 October 2020.

In our Branch Review we've published details of why we've decided to close this branch and the local information we've gathered about the area. This was shared with our customers and Partners. You can view this at [tsb.co.uk/our-branches](https://tsb.co.uk/our-branches)

We've also written to customers who use this branch, to let them know about the changes. We always let customers know about these changes at least 12 weeks before the branch closure takes place. This makes sure we have time to talk with them about banking options, especially for customers who require additional support with the closure.

As part of our Branch Review we've also talked with the local community about the impact of the closure and how we can help customers with this change. This Community Engagement summary explains who we contacted in the local community and any feedback we received about the closure.

### Who we contacted

We shared information with key members of the local community shown below about how customers' use of the branch has changed, what other TSB branches are nearby and how we are working with the Post Office® to provide banking alternatives. Visit [postoffice.co.uk/branch-finder](https://postoffice.co.uk/branch-finder) for more information.

- The office of the local MP, Fiona Bruce
- The councillors for the Congleton West
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

### What feedback we received

A local councillor contacted TSB to express his disapproval and disappointment. He asked for a clearer understanding of:

- How and when customer usage has been calculated
- The usage statistics of the Biddulph branch (the nearest alternative TSB branch)
- Whether TSB intended to consult upon their proposals
- Whether TSB would consult with the local community

The councillor stated the decision was illogical as the Biddulph branch is in a smaller and less accessible town and highlighted that Congleton is due to grow by over 5000 new homes in the coming years. The councillor questioned our use of statistics to justify the closure and highlighted that many people do not use online or mobile banking and valued their local branch. He asked about our statistics on Post Office® usage and highlighted that Congleton was without a town centre Post Office® and stressed that while the nearest Post Office® was 1.2 miles away there was no transport infrastructure to support customers accessing it and highlighted that there are two significant steep hills between the current TSB and the nearest Post Office® which would create accessibility challenges.

The councillor stressed the impact that this decision would have on elderly, vulnerable and otherwise less technologically enabled customers.

**Congleton is  
closing on  
20 October  
2020**

**The closest  
branch is  
Biddulph**

**Your account  
details will  
stay the same**

## What we've done

We replied to the councillor and assured him that we had not taken the decision lightly and had thoroughly reviewed our branch network.

We informed the councillor that full details on how usage has been calculated could be found in our Impact Assessment. We informed him that to calculate the drop in transactions over a three year period we compared the average number of transactions carried out per week in Q2 2016 vs Q2 2019; with the figures on regular usage based on an average weekly usage between October 2018 and September 2019; and the figures on customer use of the Post Office® based on the percentage of the customers who used the Congleton branch as well as a Post Office® between October 2018 and September 2019 to access their TSB banking services. We informed the councillor that the TSB Biddulph branch is a significantly busier branch than the Congleton branch and saw nearly double the transactions and is three times busier for face-to-face appointments.

We informed the councillor of the work we would be undertaking to support customers transition and highlighted that we would help those who could not or would not use other forms of banking to swap to another provider.

## We're here to help

We're working hard to provide increased support for customers, especially with customers who would benefit from extra help with their banking. We'd encourage you to make sure you're set up to bank with us using one of the options below, so you can access your banking from home or elsewhere 24/7:

- Mobile App – download from your app store or visit [tsb.co.uk/mobile](https://tsb.co.uk/mobile)
- Internet Banking – visit [tsb.co.uk/online-banking](https://tsb.co.uk/online-banking) to create your account
- Telephone Banking – visit [tsb.co.uk/help/telephone-banking](https://tsb.co.uk/help/telephone-banking) bank over the phone using our automated service

We've also launched our new online chat service. To find out more visit [tsb.co.uk/contact-us](https://tsb.co.uk/contact-us)

If you don't have access to these services and are worried about not being able to visit a branch, please call us on **01260 399 998\*** and we can book a telephone appointment to talk through all the ways we can support you, including:

- how to register for mobile, online and telephone banking
- how to set up third party access
- support with bereavement or caring for a relative
- fraud prevention
- business banking
- the local Post Office® services available

Once this branch has closed, the nearest will be Biddulph branch at 4 King Street, Biddulph, Stoke-on-Trent, Staffordshire, ST8 6AZ, and you can call us on **01782 439 996\***.

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## Other ways to bank with us

### Personal Customers



### Business Customers



\*Telephone number available during usual branch opening hours. This branch may close at lunchtime, for details please check on [tsb.co.uk/branch-locator](https://tsb.co.uk/branch-locator)  
Post Office® is a registered trademark of Royal Mail.

Details correct to the best of our knowledge at time of print, but please check for your convenience. For more information about our decision to close this branch, please visit [tsb.co.uk/our-branches](https://tsb.co.uk/our-branches)

If you'd like this in another format such as large print, Braille or audio please ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week), or **0345 835 3858** for Business Banking customers (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays).

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 7982** (lines open from 7am to 11pm, 7 days a week), or **0345 835 3852** for Business Banking customers (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays.)

Not all Telephone Banking and Business Telephone Banking services are available 24 hours, 7 days a week. Calls may be monitored or recorded.  
If you need to call us from abroad, or prefer not to use our 0345 number, you can also call us on +44 20 3284 1581 or +44 203 284 1576 for Business Banking customers.  
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