

Milngavie Branch Community Engagement



We're closing our Milngavie branch on 20 May 2020.

In our Branch Review we've published details of how we've decided to close this branch and the local information we've gathered about the area. This was shared with our Partners and customers. You can view this at 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 everyday banking alternatives.

- The office of the local MP, Amy Callaghan
- The office of the local MSP, Gil Paterson
- The office of the regional MSP, Maurice Corry
- The office of the regional MSP, Mary Fee
- The office of the regional MSP, Maurice Golden
- The office of the regional MSP, Jamie Greene
- The office of the regional MSP, Ross Greer
- The office of the regional MSP, Kenneth Macintosh
- The office of the prospective parliamentary candidate, Jo Swinson
- The councillors for the Milngavie ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received

The local MP contacted TSB, whilst a prospective parliamentary candidate, to strongly oppose the proposed branch closures in Milngavie and Bishopbriggs. She stated that this would be a blow for East Dunbartonshire which has been impacted by the loss of banking services throughout the community. She highlighted that this impact is especially damaging for the most vulnerable, rural residents. She asked TSB what equality impact assessment was carried out when making the decision to remove local banking services within East Dunbartonshire; how many staff will be directly impacted; if these staff have access to trade union representation; and what support mechanisms were put in place to help customers within East Dunbartonshire to carry out their banking in light of these announced closures.

**Milngavie is
closing on
20 May 2020**

**Your closest
branch will be
Bearsden**

**Your account
details will
stay the same**

What we've done

We wrote to the prospective parliamentary candidate (now MP) to provide responses to the questions asked. We informed her that when deciding which branches to close TSB conducted a detailed review and analysis of its current network, including its usage, proximity to alternative branches, the needs of vulnerable customers and the accessibility of alternative services such as free to use cash machines and the Post Office®. We also informed her that there are two TSB Partners in each branch impacted by the closures and that they would be offered the opportunity to work in an alternative branch within travel policy and at the same grade, or take voluntary redundancy. We informed her that we would be reaching out to customers vulnerable to the impact of closure and that we were launching a range of new initiatives to help impacted customers with the transition.

Partners have been talking with customers about the closure, in particular those customers who need additional support with the changes; answering questions, discussing concerns and giving advice on alternative travel arrangements and how they can get to other branches and alternative cash machines.

We'll be running workshops for all customers, which will cover:

- alternative ways for day-to-day banking
- how you can use your local Post Office® and the services available
- fraud awareness and how to stay safe and protect yourself and others
- support with bereavement or caring for a relative
- demonstrations on how to register for and use online, mobile and telephone banking. You can book a private appointment if you'd prefer which will cover everything included in the workshops

If you'd like to book an appointment or workshop, or have any questions about the changes, including accessibility in your nearest branch, come in and see us before we close. Or you can call us on **01413 979 968***.

Once this branch has closed, you can visit us at Bearsden branch at 5 New Kirk Road, Bearsden, G61 3SJ, or call us on **01413 979 972***.

Other ways to bank with us

Personal Customers



[tsb.co.uk](https://www.tsb.co.uk)
Register for Internet Banking



0345 975 8758
Call. TSB Partner



[tsb.co.uk/mobilebanking](https://www.tsb.co.uk/mobilebanking)
Mobile Banking App



Find. branch to suit you at [tsb.co.uk/branch-locator](https://www.tsb.co.uk/branch-locator)

Business Customers



[tsb.co.uk/business](https://www.tsb.co.uk/business)
Register for Internet Banking



0345 835 3858
Call. TSB Partner

*Lines open during branch opening hours.

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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://www.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 7am to 11pm, 7 days a week).

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).

Not all Telephone Banking services are available 24 hours a day, seven days a week. Please speak to a Partner for more information. 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 **+44 203 284 1575**.

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