

TUTBURY PARISH COUNCIL (TPC)

A meeting of the Parish Council was held at Tutbury Village Hall, Tutbury, Thursday 4^h November 2021. Those present were Cllr R Lock (Chair Cllr K England (Vice Chair), Cllr P Steadman, Cllr D Morris

In attendance Karen Duffill Clerk. 7 Members of the public

11BXM/21 1.0 APOLOGIES.

1.1 Cllr C Smedley, Cllr F Crossley, Cllr L Anderson, Cllr M Upton, Cllr W Crossley.

11B XM/21. 2.0 DECLARATIONS OF INTEREST & DISPENSATION REQUESTS

11 none declared

11B XM/21. 3.0 PUBLIC PARTICIPATION

Members of the public were concerned about the loss of the bank for the following reasons

- Loss of personal service face to face to review accounts and for those who do not access to online banking
- Local people from Tutbury and surrounding areas use Tutbury bank in preference to the bank in Burton on Trent due to proximity, ease of access, personal service lack of transport to Burton on Trent, to avoid parking and congestion problems when visiting Burton on Trent.
- Local business use the bank for change and banking cash to avoid it being left on the premises.
- The bank draws people to visit Tutbury
- There is no alternate cash machine or bank deposit machine if the bank was to close,
- The banking facilities at the post office is limited hours
- A request for a mobile bank should be made to service the local businesses and residents and should visit on a regular basis based on the high level of objections to this bank closure.

Actions the public have already taken

- The issue has been raised on social media and complaints have been made to Lloyd's bank. Complaints have not been upheld but a member of the public encouraged people to reopen their complaint each time it is closed by customer services to keep their complaint live.
- Complaints have been made based on the effects of climate change and loss of personal service. For less mobile and able people with no access to online banking. The impact is detrimental on trade and local businesses in Tutbury
- An information request has been made via a complaint to one of the board of directors regarding how the decrease in footfall has been calculated. It is believed that those customers entering the bank were redirected to the deposit machine, will not be counted as a visiting customer if they did not used the counter. It was thought that customers could insist that the counter staff deal with their deposit to ensure that their visit is recorded.
- Members of the public with Lloyd's bank accounts have been encouraged to log their complaints.

11B XM/21. 4.0 TO DISCUSS THE PROPOSED CLOSURE OF LLOYDS BANK IN TUTBURY AND POTENTIAL ACTIONS FOR THE PARISH COUNCIL TO PREVENT THIS.

4.11 The loss of a pension payment card used in the post office will mean that more pensioners will require a bank account, this will not be possible for people, who have no access to a local bank.

There is a lack of local banks in this area and surrounding countryside.

Cllrs agreed with the comments made by the public and stated that this was a commercial decision in which the parish council has little control over. The decision has been based on profit not people. However, being a Lloyds bank customer, the parish council could submit their own complaint. It was proposed and seconded that that a complaint should be made. A request for a mobile bank should be submitted, to service the parish and businesses. Cllrs voted in favour to write a complaint.

Resolution

The parish council should write a letter of complaint of behalf of the council and the public that the loss of the bank will be detrimental to the village and the parish council banking service.

4.2 Two statements were read out from Cllrs that were unable to attend the meeting and these statements were in line with the concerns raised from the public. Cllrs felt that as a collective body government should take responsibility for the loss of a community services such as banking and commercial banks should not be able to remove services that cannot be obtained in the local vicinity. Neighbouring parishes were also affected, as Lloyd's customers from the surrounding areas prefer to use Tutbury bank as opposed to the town branch in Burton on Trent. This will have a negative impact on Tutbury High Street which the government should be protecting.

Cllr Morris proposed that Tutbury Parish council email neighbouring parishes within a four-mile radius,

As well as Borough and County councils to request a supporting statement against the closure, to gain support in their collective objection to the loss of the bank in Tutbury. This should then be escalated to our members in Parliament to evoke change and control over commercial decisions that have such a negative impact on community banking services and the high streets. This proposal was seconded, and Cllrs voted in favour.

RESOLUTION

To email local parishes within a 4-mile radius and neighbouring Borough and County councils to request a statement of support against the closure of Lloyds bank in Tutbury. A deadline to respond should be set for 30th November.

11B XM/21. 5.0 ITEMS FOR THE NEXT AGENDA

5.1 None raised

11B XM/21. 6.0 DATE OF NEXT MEETING

15th November 2021