

# **Royal Bank of Scotland Adlington Branch Change of Opening Hours**

## **Customer and Community Engagement**

All facts and figures are accurate on date of publication 10<sup>th</sup> April 2017.

# Customer & Community Engagement

## Adlington branch

Change of opening hours on 5<sup>th</sup> June 2017.

### How banking is changing

Our branches are changing from places where customers carry out basic transactions to places where customers interact with our staff on big life decisions. For example buying a home or starting up a business.

This document is designed to outline the rationale behind the decision to change the opening hours of the Royal Bank Of Scotland Adlington branch, help you to identify how you can continue to bank in the local community and also details the measures which have been taken to engage with our customers and the local community.

If you would like to discuss the alternative ways to bank in the local community or if you have any further questions regarding the changes to opening hours, please ask a member of the branch team or contact Fiona Pilkington on 07721233556 (Minicom 0800 068 1289) or email [Fiona.Pilkington@rbs.co.uk](mailto:Fiona.Pilkington@rbs.co.uk).

**We also understand that not everyone wants to use online services and prefer face to face banking. Our branch network will remain the cornerstone of our services to customers.**

#### Our new opening hours.

**Monday: 10:00am – 16:00pm**

**Tuesday: 10:00am – 16:00pm**

**Wednesday: Closed**

**Thursday: Closed**

**Friday: 10:00am – 16:00pm**

**Saturday: Closed**

### How has Adlington Branch changed

The number of transactions in branch has dropped by 23% since 2011



### Banking in 2017

There are now more convenient ways of banking with us than ever before, and our customers are increasingly using these different ways of banking. Across our network:



#### Less than 9%

Of our total transactions now take place in our branches. Branch transactions have been declining since 2010.



#### 400%

Online & mobile transactions have grown by over 400% since 2010.



#### 56%

of our customers actively use mobile phone and online banking. That's over 3 million customers per week.

# How you can continue to bank locally

Following the opening hour changes on the 5<sup>th</sup> June 2017, there will be a number of alternative ways to bank in the local area when the branch is not open.

Here is a summary of the alternatives in the local area.

## Nearest free to use ATMs

	<b>The Co-Op</b> 2-6 Market Place		<b>The Co-Op</b> Bolton Road		<b>Tesco</b> 76 Chorley Road
	0.1 miles    1 ATM		0.47 miles    1 ATM		0.49 miles    1 ATM
	<b>Euro Garages</b> M61 Rivington North		<b>Tesco</b> 139 Carrs Lane		<b>Spar</b> 34 Spendmore Lane
	1.54 miles    4 ATMs		2.07 miles    1 ATM		2.31 miles    1 ATM

## Nearest Post Office

<b>18 - 20 Market Place</b>	<b>171 Chorley Road</b>	<b>6 Blackhorse Street</b>
		
0.01 miles	0.6 miles	1.5 miles
		
Mon – Fri 9:00am – 17:30pm Sat 9:00am – 12:00pm	Mon – Fri 5:30am – 18:00pm Sat 5:30am – 16:00pm Sun 5:30am – 14:00pm	Mon – Sat 8:00am – 22:00pm Sun 9:00am – 22:00pm
		
Balance Enquiry Withdrawal Cheque Deposit Cash Deposit	Balance Enquiry Withdrawal Cheque Deposit Cash Deposit	Balance Enquiry Withdrawal Cheque Deposit Cash Deposit

## Nearest Royal Bank of Scotland Branches

Branch	Distance	Opening Hours	Services Available
Horwich	2.6 Miles	Mon-Fri (excl. Wed) 9:15am – 16:45pm Wed 9:45am – 16:45pm	External ATM Currency on demand Disabled Access
Astley Park Chorley	3.08 Miles	Mon-Fri (excl. Wed) 9:15am – 16:45pm Wed 9:45am – 16:45pm Sat 9:00am – 13:00pm	External ATM Currency on demand Disabled Access
Wigan	4.57 Miles	Mon-Fri (excl. Wed) 9:15am – 16:45pm Wed 9:45am – 16:45pm Sat 9:00am – 13:00pm	External ATM Currency on demand Disabled Access

24/7 Telephone Banking  
0345 900 0400  
Online/Mobile Banking  
Rbs.co.uk/waystobank



For Online Banking you need to be aged 11 or over and have a RBS account. Please note that system updates may mean that Online Banking is unavailable for short periods of time in the early hours of the morning. To use Mobile Banking you need to have registered for Online Banking, have a RBS personal account with a debit card and have a mainland UK mobile number starting 07. To make payments using Mobile simply set up and make your first payment to each new payee in Online Banking beforehand. Telephone banking is available to RBS personal customers aged 16 or over with a current or savings account.

 **Royal Bank of Scotland**

# Customer and Community Engagement

We have taken an open and transparent approach to communicate and actively engage with our Personal and Local Business Customers and also the wider local community to ensure they are aware of the alternative ways to bank with us in the local area, and to answer any questions they might have.

We wrote to our customers who regularly use the branch to give them at least 12 weeks notice of the change, and also displayed posters in the branch throughout the notice period.



**Newspapers**  
Contacted  
Chorley Citizen



**Post Office**  
We have contacted the local Adlington Market Place Post Office.

In addition to writing to our customers, we also contacted the following people and organisations to make them aware and to understand if they wanted to discuss the decision and alternative ways to bank, or if they needed any help.



**MP** Contacted  
Mr Lindsay Hoyle



**Local Groups Contacted**

Citizens Advice Bureau  
Age UK  
Local charity partnerships.

Our local branch and business teams have proactively looked to contact our most active customers and those who are potentially most reliant on the branch. As a result of these discussions we have been able to personally discuss what this means for them and the most appropriate alternative services.

We have received 2 enquiries and no complaints as a result of this decision. We have contacted each customer to discuss their concerns.

# Conclusion

The decision to change the opening hours of Royal Bank of Scotland Adlington branch has not been taken lightly and careful consideration has been given to the alternative banking services available. Since the announcement has been made we have engaged with our customers and the wider community to listen to their feedback and understand the impact.

## Customer Themes

- Most people have raised concerns or if the branch will remain open in the future.
- Our customers have been concerned about what will happen to the staff who work at the branch on the days that the branch is closed and if their working hours would be reduced.

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We have undertaken the following activities in response to the key areas of concern:

- Branches will remain an important part of the service we provide, but they will evolve as customer behaviour does. Changing from the place where customers go to undertake transactions, to the place they go to for help on big life decisions, such as taking out a mortgage or starting up a business. Where we do take the difficult decision to close a branch, we are committed to supporting our customers and the local community through this change.
- We have worked closely with the staff at the branch to ensure the best outcomes for their personal circumstances. In most cases on the days that the branch is closed the staff will be working as usual from another nearby branch.

Following our community engagement and impact assessment, we are confident that we have appropriate services in place to ensure our customers have sufficient access to banking locally.

Royal Bank of Scotland Adlington branch will therefore change their opening hours as planned on 5<sup>th</sup> June 2017. Our branch staff and Fiona Pilkington our local Bank Manager are available to answer any further questions that our customers or the community may have.