

**IRVINE VALLEY LOCAL COMMITTEE - 25 MAY 2005**

**QUESTIONS ARISING FROM 15 MINUTE QUESTION AND ANSWER SESSION**

<b><u>MATTERS RAISED</u></b>	<b><u>RESPONSE/ACTION TO BE TAKEN</u></b>	<b><u>CURRENT POSITION</u></b>
Councillor Robert McDill referred to an abandoned car outside Gowanbank, Darvel, and the length of time taken to remove.	It was agreed to request that the appropriate Officers (Environmental Health Section) respond direct to Councillor McDill on the matter.	Head of Protective Services responded direct to Councillor McDill 20 June 2005.
Community Representative Isobel Loudon requested a timescale for the installation of play park equipment in Moscow.	It was noted that the Chair, Councillor Macrae, was pursuing this matter with the Department of Neighbourhood Services.	
Community Representative Gerard Cassidy on behalf of Newmilns and Greenholm Community Council asked whether the Local Committee would be willing to offer its support against the proposed closure of the Clydesdale Bank in Newmilns.	It was agreed that the Local Committee were supportive of progressing this issue.	Letter sent to Clydesdale Bank against closure of bank June 2005. No response and reminder letter issued August 2005. Response received 29 August (copy attached).

29 August 2005  
JM/LF



## Clydesdale Bank PLC

Our ref AW  
Your ref  
Date 24<sup>TH</sup> August 2005

24 St Vincent Place  
Glasgow  
G1 2HL  
DX 500500/Box 61

Telephone 0141 223 5782

Mr B Walkinshaw  
Administration Manager  
East Ayrshire Council  
Council Headquarters  
London Road  
KILMARNOCK  
KA3 7BU

CORPORATE RESOURCES	
29 AUG 2005	
Doc	Initials
Acknd	
Deal Vtd	
Copies	

Dear Mr Walkinshaw

Many thanks for your letter addressed to Ewan McCulloch which has been passed to me for response in my capacity as Community Manager.

I have enclosed a copy of the letter issued in May to customers of the Newmilns branch – you will see that the following was mentioned in our customer notification:

- Confirmation that we will retain our ATM presence at the branch - our ATMs are free of charge
- Confirmation that Foregate, Kilmarnock branch will take on administration of customers accounts on closure, but notwithstanding this, customers can use any Clydesdale Bank branch
- Appreciation that the majority of transactions now conducted by customers are carried out by Debit Cards, Direct Debits, Internet Banking and Telephone Banking
- Information for those customers who remain in the community during the day and may find the services provided by our alliance with the Post Office of benefit

As part of our closure notification, staff at our Newmilns Branch are able to provide individual guidance to customers on the range of services provided by the local Post Office and assist them in preparing for carrying out their banking business after the closure. I note your point regarding the access to the Post Office for persons with a disability and would stress that the Post Office carries responsibility to comply with any DDA requirements however, should there be any assistance that we could offer to enable this to be actioned/improved, I would welcome discussing this with you.

Please do not hesitate to contact me should you wish to meet.

Yours sincerely

Aileen Wallace  
Community & Communications Manager



150 Buchanan Street  
Glasgow  
G1 2HL

MR A B SAMPLE

11<sup>th</sup> May 2005

Dear Mr Sample

**Advance Notice of Branch Relocation**

I am writing to give you advance notice that our Newmilns branch will relocate to our branch at 30 The Foregate, Kilmarnock with effect from 12.30pm on Tuesday 27<sup>th</sup> September 2005.. Our Foregate Kilmarnock branch will take over the administration of your accounts from Wednesday 28<sup>th</sup> September 2005 and the new contact details are as follows:

Telephone: - 01563 535053 Fax: - 01563 539810

You will be able to access any Clydesdale Bank ATM free of charge after the relocation and 24 Hour ATM facilities will continue to be available at Newmilns branch. For your continued convenience access is also available at any machines which display the 'LINK' logo.

You are of course welcome to use any of the Clydesdale Bank branches for your banking needs without the requirement to transfer your account and I can assure you the same friendly welcome and service awaits you from the staff at Foregate Kilmarnock and all other Clydesdale Bank branches. **There is no need for you to take any action. The day to day operation of your accounts/facilities will be unaffected other than the branch location.** You can continue to use your existing sort code and account numbers, plastic cards and cheque books. Direct payments into and out of your account will not change. The branch address will however be amended on your statements and cheque books on a progressive basis as they are replaced or renewed.

The decision to relocate the branch was not taken lightly and followed a detailed review. I fully appreciate that this decision can inconvenience some customers and sincerely regret this. However, the majority of transactions are now conducted through alternative banking channels such as Debit Cards (Maestro), Direct Debits, Internet Banking and Telephone Banking and as a result customer usage of this branch has been in steady decline for a long time.

This letter must be read in conjunction with the enclosed leaflet which provides further detail on alternative banking channels and other great time savings available through services such as quick deposit self-service. For your additional convenience we would draw your attention to our association with the Post Office whereby you can now withdraw and deposit cash, check balances and deposit cheques in more than 15,000 Post Offices across the UK. If you would like to take advantage of this convenient access to your Clydesdale Bank account please first obtain a copy of the Terms and Conditions and a leaflet explaining the service, both of which are available from all of our branches. Staff at Foregate Kilmarnock branch will be happy to give guidance on this service and the many other options available to carry out your day to day banking needs. Details of Internet Banking are also available at [www.CBonline.co.uk](http://www.CBonline.co.uk) and to register for 24 Hour Telephone Banking please call 08457 240024. For security reasons calls may be recorded or monitored.

If you require further clarification or assistance please do not hesitate to contact Elaine Shaw, Manager at Newmilns, who will be delighted to help you. Alternatively you can call on 01560 322232.

I look forward to continuing our relationship with you in the years to come.

Yours sincerely,

**Steve Reid**  
General Manager, Retail Banking