



Impact Assessment

Cash machine removal at our Shirley branch

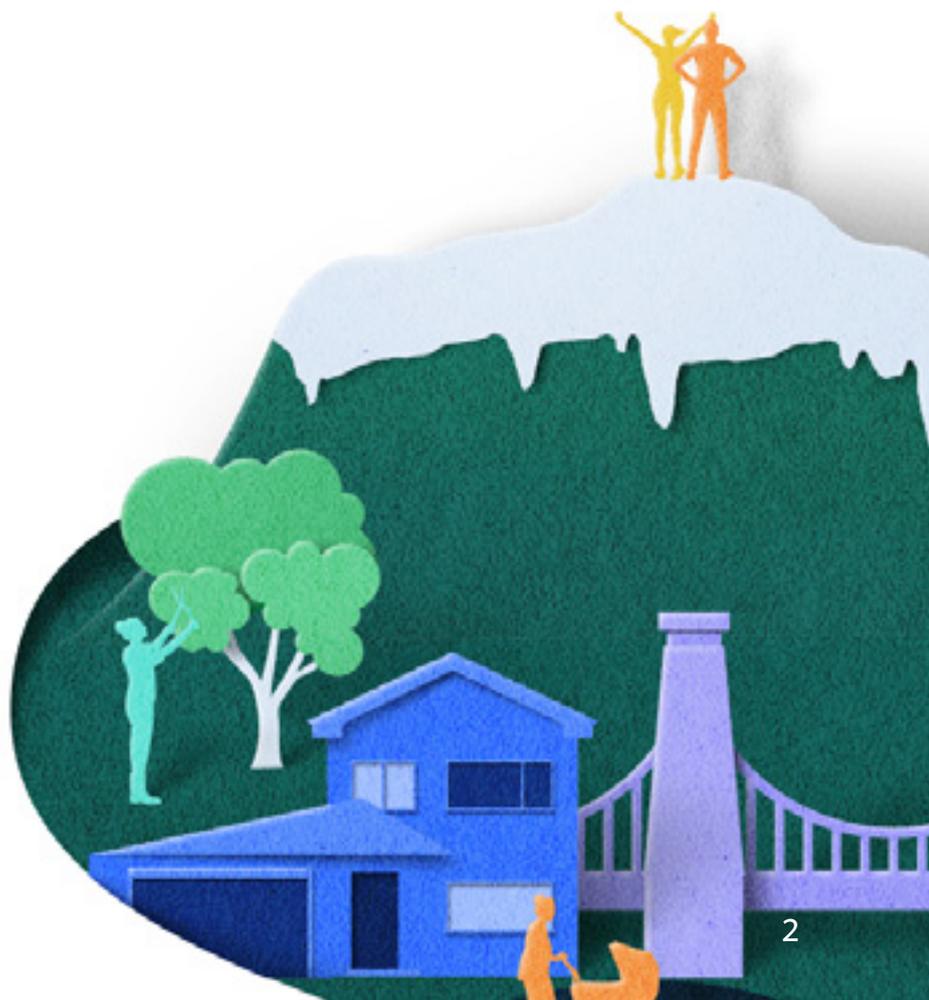
August 2021

August 2021 update

In June we wrote to members to let them know we'll be removing the cash machine permanently at our Shirley branch when it closes for refurbishment on Saturday 18 September 2021.

We published this Impact Assessment to give people more information about why we were making these changes and what alternatives were available.

We also said that before Shirley branch closes for refurbishment, we'd update this document with any feedback we'd received and how we were going to answer any issues or concerns raised.



How we communicated this change to members

- We wrote to our Shirley members who use the branch 12 weeks before it closes for refurbishment to let them know we would be removing the cash machine, why we were removing it and how to get in touch.
- We've published a message on our website informing members of the temporary closure of the branch and the permanent removal of the cash machine.
- Colleagues in our local branches have been actively discussing the changes with members.
- We published an Impact Assessment on our website and copies were also made available in our Shirley branch. It included information about the closest free to use cash machines to the branch.
- We've displayed posters in our Shirley branch, with information about the timings of the refurbishment.



Feedback we've received

Our members in general have told us that they understand why we are making the decision to permanently remove the cash machine at Shirley branch.

Where members have had questions, our branch colleagues have listened and reassured them that they will still be able to complete the same transactions inside the branch following the refurbishment. They have also explained alternatives such as telephone and online banking and given information around other cash machine services which are available locally. A list of alternative banking and cash services which are close by can be found on page 11.

If there are any further concerns or issues that you feel haven't been addressed, please visit Shirley branch before it closes for refurbishment on Saturday 18 September or come and see us from Wednesday 20 October when re-open. Or you can call us on 0800 121 8899.



What happens next

We'll be removing the cash machine permanently at our Shirley branch when it closes for refurbishment on Saturday 18 September 2021. As part of the refurbishment, we need a little bit of time to get our branch ready for you. This means that there will be no branch service in Shirley branch from Monday 20 September until we re-open on Wednesday 20 October.

But don't worry, there are other ways you can use your account while we're closed. If you'd like to see someone during that time, you can find details of the nearest alternative branches on our website by clicking 'Find a Branch' and then 'Branch Finder'. You can also call our Customer Service Centre on 0800 121 8899 or use our Online Services at thecoventry.co.uk.

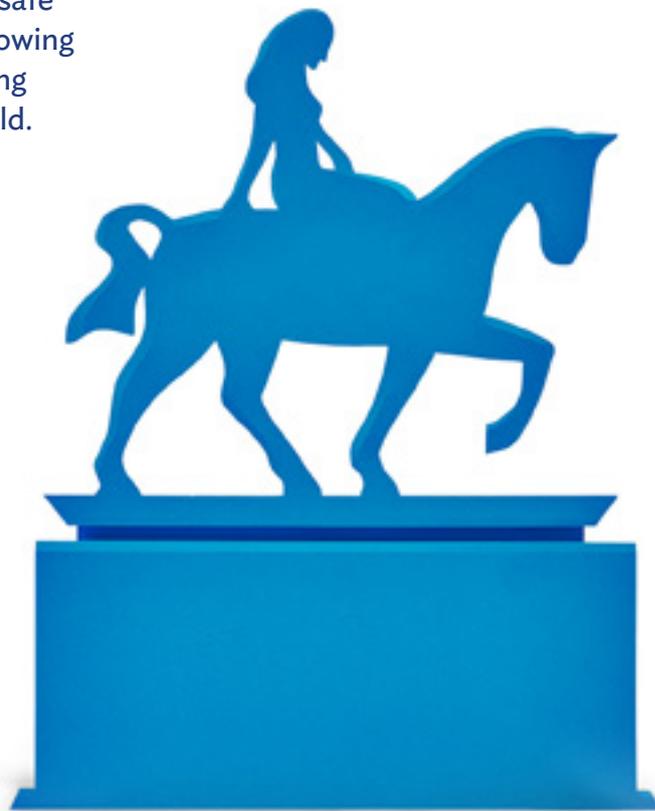
The information that follows this update is from the original leaflet we published in June.

We look forward to welcoming you at our newly refurbished Shirley branch soon.



About Coventry Building Society

Coventry Building Society is a mutual owned by you, our members. Our story is a strong one: for over 135 years, we've put our members first. We keep your money safe and provide great value and service. We are also growing our membership and investing in your future, looking forward not back to stay relevant in a changing world.



Branches are changing

We're committed to providing the very best branch service for years to come. That's why we're investing in the redesign of our branches, making them accessible, welcoming and easy to use. You can already see the benefit of the new design at a number of branches in the West Midlands – Solihull, Birmingham City Centre and Chelmsley Wood have all been getting fantastic feedback from members.

Members tell us they want to be able to talk face-to-face about their money and they prefer the human touch. People also need to be able to pay in and withdraw from their accounts and we haven't forgotten about that. You'll still have that at your local branch, even if you're just popping in for a quick visit.

We want people to save with Coventry Building Society, and so it's important that we've got the right branches, in the right locations and with the right services to meet the needs of our members.



What changes are we making?

We'll be removing the cash machine permanently at our Shirley branch when it closes for refurbishment on Saturday 18 September 2021.

When we refurbish our branches, we review the services that are needed by our members at each location. The decision to remove the cash machine is due to a combination of the low usage of the existing machine, our desire to invest in the facilities inside, and alternative banking and cash machine services nearby.



Impact Assessment – how and why we decided to do this

The Access to Banking Standard requires organisations to publish an Impact Assessment when they remove an external cash machine.

We've chosen to publish this document to do the right thing for our members, to make sure they're informed of our plans. In this instance we are permanently removing our Shirley branch cash machine while refurbishing the branch.

Two weeks before its removal, we'll provide an update with any feedback we've received and how we're going to answer any issues or concerns raised.

When we review the facilities that we offer at our branches, we consider a number of things. First of all we think about how it may impact our members. We look at how the facilities are being used, what alternatives there are in the area and what facilities will remain at the branch.



Why are we removing this cash machine?

Low usage

The number of people using the machine is very low with an average of just 31 cash withdrawals completed a day and typically only seven of these transactions being completed on Coventry Building Society accounts.

Investing in our facilities

We're committed to continuing to service and benefit our members. Our Shirley branch is being refurbished to showcase our popular new design demonstrating a significant investment in the area.

We've aimed to create a more spacious, relaxed and friendly feel in our branches. By removing the cash machine it will allow us to add additional facilities into the branch.

The branch will continue to retain the same level of counter positions to support our members with their transactions. We'll also be refurbishing and upgrading our meeting rooms where you can have conversations with team members. The branch will continue to open from 9.00am – 4.45pm Monday to Friday and 9.00am – 12.00pm on Saturdays.

Following the refurbishment, we feel that we will be able to better support our members and their needs, especially those customers who are vulnerable.

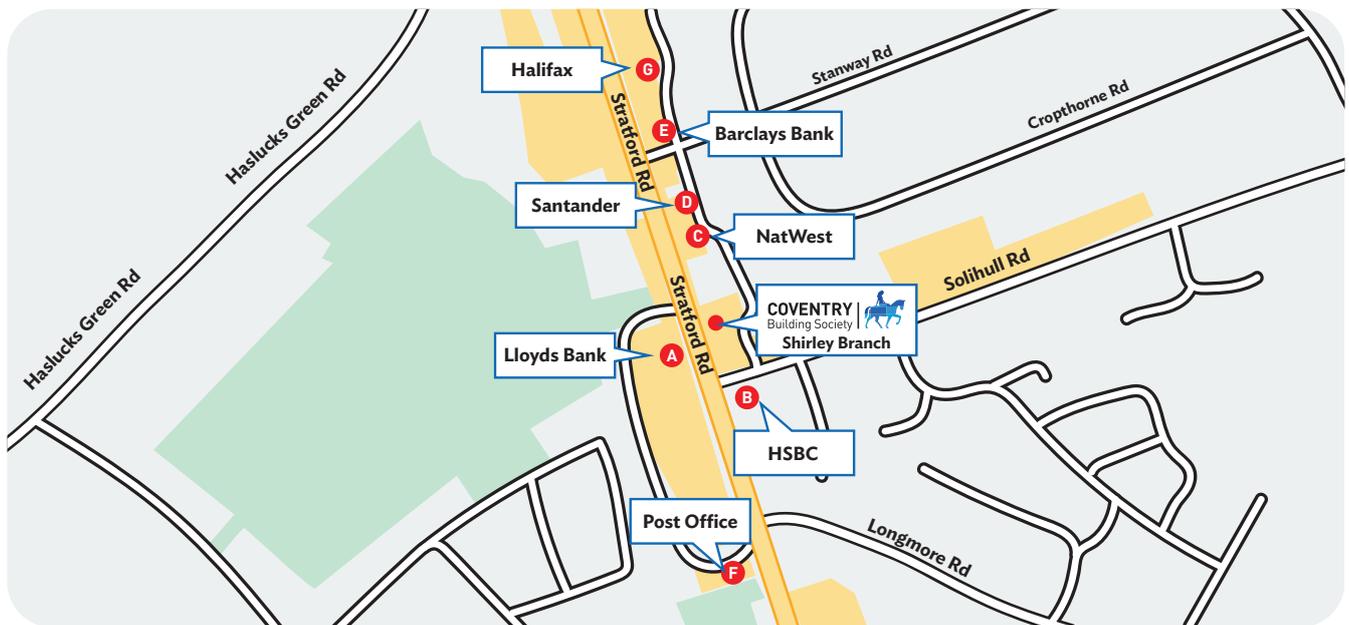


Alternatives in the local area

Our research has shown that there is good access to alternative banking and cash services available in the local area. In Shirley, we have identified that:

- There are currently seven alternative free to use cash machines within 300 metres of the branch, with the closest of these just 50 metres away
- In addition, there are a total of seven alternative financial institutions within 300 metres; four of these being within 150 metres.

Therefore we feel there are sufficient cash machines available to not only meet our members' needs, but also to support the needs of those who do not hold an account with us.



Cash machine		Distance from Shirley branch (metres)
A	Lloyds Bank, 248 Stratford Road, Shirley B90 3AE	50m
B	HSBC Bank, 275 Stratford Road, Shirley, Solihull B90 3AP	89m
C	NatWest, 231 Stratford Road, Shirley, Solihull B90 3AJ	110m
D	Santander, 223 Stratford Road, Shirley, Solihull B90 3AJ	129m
E	Barclays Bank, 201 Stratford Road, Shirley, Solihull B90 3AT	223m
F	Post Office, 304 Stratford Road, Shirley, Solihull B90 3AA	280m
G	Halifax, 177B Stratford Road, Shirley, Solihull B90 3AQ	299m

Who you can speak to

If you think you might be affected by this, just visit our branch and speak to the team there. Or you can call us on **0121 744 8818**.

Contact us

At a branch

For details of our opening hours,
visit **[thecoventry.co.uk](https://www.thecoventry.co.uk)**

 **Online**
[thecoventry.co.uk](https://www.thecoventry.co.uk)

 **By phone**
0800 121 8899

 **By post**
Economic House, PO Box 9,
High Street, Coventry CV1 5QN

