



The Scottish Parliament
Pàrlamaid na h-Alba

Economy, Jobs and Fair Work Committee

The Scottish Parliament
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Sent by email only

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March 2018

Dear

Inquiry on the impact of bank closures

The Economy, Jobs and Fair Work Committee has launched an inquiry on the impact of bank branch closures on consumers, local businesses and local economies. The remit of the inquiry is:

To examine the impact of bank branch closures in Scotland on local businesses, consumers and the Scottish economy and to explore what steps can be taken to address any issues identified by the Committee.

The inquiry will involve gathering written evidence (the call for views is attached for information) and conducting a survey which can be found at the following link:

<https://t.co/Cvgfaqw24e>

The Committee will also hear oral evidence from a range of witnesses and will report to the Scottish and UK Governments by the end of June.

I am writing to you to seek written evidence. The Committee is aware that one third of bank branches have closed in Scotland since 2010. The Committee is keen to hear the bank's perspective on the impact of the closures and any measures that bank has taken to address any issues faced by both personal and business customers.

The Committee would welcome a written submission detailing any closures or planned closures and how these were dealt with, including any alternative services offered to customers, such as mobile banking.

The Committee would particularly welcome evidence from you on how you consider that customers can resolve issues arising out of bank branch closures and what solutions you are proposing to ensure the continuation of necessary solutions.

The Committee would also like to hear from you about any alternatives to bank branches which will be available to customers both as business and personal banking customers, including the provision of face to face support and advice.

The deadline for written submissions is Friday 13 April.

If you require any further information, please contact the Clerk to the Committee whose details are at the head of this letter.

I look forward to hearing from you.

Kind regards

A handwritten signature in black ink, appearing to read "Gordon Lindhurst". The signature is written in a cursive style with a large, stylized initial "G" and "L".

Gordon Lindhurst MSP
Convener

Economy, Jobs and Fair Work Committee

Bank closures: impact on local businesses, consumers and the Scottish economy

Call for views

Background

According to official figures,¹ the number of bank branches across Scotland reduced by a third between 2010 and 2017. The Economy, Jobs and Fair Work Committee is launching a short inquiry with the following remit:

To examine the impact of bank branch closures in Scotland on local businesses, consumers and the Scottish economy and to explore what steps can be taken to address any issues identified by the Committee.

The Committee wants to hear the views and experiences of as many people, businesses and organisations as possible, so it is now seeking written views on the following themes.

Impact of bank closures on local businesses and the local economy

1. Has your business been affected by closures of local banks or will such closures impact on your business in the future?
2. If so, in what way? What could be done to mitigate any negative impact?
3. Have you received business advice and support from your local bank? What is or will be the impact of local bank closures on the provision of such advice and support?
4. Are there any ways in which such advice and support could be accessed through different channels?
5. Have closures of local banks had, or will future closures have, an impact on the wider local economy? What steps could be taken to mitigate any negative impact on the wider local economy?
6. Is there (or is there likely to be) reduced footfall in towns or areas where local banks have closed or are due to close?
7. How have or would local bank closures impact on tourism in your area?
8. What should happen to the bank premises when they are vacated by local banks? How does this impact on the local High Street?

Impact on consumers and other organisations and on the community

9. Will future closures of local banks impact on you as a consumer or local organisation, or have you already been affected by such closures?
10. If so, in what way? What could be done to address any negative impact?
11. Will closures of local banks impact on the local community, or has your local community already been affected by such closures?

¹ The Office for National Statistics Inter-Departmental Business Register

12. If so, in what way? What could be done to address any negative impact?
13. What is the impact of local ATMs closing or imposing charges for transactions?

Alternatives to local banks

14. What are the alternatives to local banks?
15. Are Credit Unions, Post Offices or internet banking suitable substitutes for local banks?
16. What are the barriers to success for any alternative to local banks?
17. What steps could be taken to address these barriers?

How to submit written evidence

Before making a submission, please read our [policy on treatment of written evidence by subject and mandatory Committees](#). In line with that policy, submissions will normally be published on our website.

Written submissions should be reasonably brief and typewritten in Word format (preferably no more than 4-6 sides of A4 in total).

The deadline for receipt of written submissions is **Friday 13 April 2018**.

Owing to the timescales normally required for the processing and analysis of evidence, late submissions will only be accepted with the advance agreement of the clerk.

The Committee prefers to receive submissions electronically. These should be sent to: economyjobsandfairwork@parliament.scot

Hard copies may be directed to:

Economy, Jobs and Fair Work Committee
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