**Halewood Community Banking Hub**

Halewood Town Council is responding to the views and concerns of some residents regarding the reduction in face-to-face banking services and support. It is therefore asking for the views of residents on this matter, and for the potential of establishing a ‘Banking Hub’ in the township. We are asking residents to respond to a small number of survey questions.

What is a *Community Banking Hub*? A Community Banking Hub is a space where the general public and local business can come and do most banking services with any of the major banking providers in one place and also receive advice on selected days from bank personnel. There are already Banking Hubs established in several locations across the country including in Acton (West London), Brixham (Devon), Carnoustie (Angus), Knaresborough (North Yorks) and Syston (Leicestershire).

|  |  |  |
| --- | --- | --- |
| **Do you presently attend a Bank or Post Office for your banking needs? (Please tick one box)** | **Yes** | **No** |
| **Do you ever use online banking?** | **Yes** | **No** |
| Please respond yes or no to this statement: **I prefer to use face-to-face banking rather than online banking** | **Yes** | **No** |
| Please respond yes or no to this statement: **I use online banking because it is more convenient for me than face-to-face banking**  | **Yes** | **No** |
| Please respond yes or no to this statement: **I would use a face-to-face banking service if it was available in my community**  | **Yes** | **No** |
| Please respond yes or no to this statement: **I do not use online banking because I am afraid of using it (or don’t trust it)** | **Yes** | **No** |

|  |
| --- |
| **Do you have any other comments to share regarding the issue of local, face-to-face banking versus online banking**  |
| ……………………………………………………………………………………………………………………………………………………………………………………………… |

|  |
| --- |
| **Do you think the issue of local, face-to-face banking versus online banking is a problem for people in the Halewood Community? If yes, please tell us why in a few words**  |
|

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** |  | **No** |  |

……………………………………………………………………………………………………………………………………………………………………………………………… |

|  |
| --- |
| **What is Your Age?** Please tick that which applies |
| **18-30** |  | **31-45** |  | **46-60** |  | **60+** |  |

|  |  |  |
| --- | --- | --- |
| **Are you interested in supporting Halewood Town Council to develop a project regarding local banking facilities?**  | **Yes** | **No** |

If yes, please complete the information below:

|  |
| --- |
| **Name** |
|  |
| **Contact Information (including email and telephone number)** |
|  |

**Thank-you!** Please return the survey to Lynn or David in-person at The Arncliffe Centre. Your information will be used by the Town Council to develop its thinking with regard to banking support services.