



Building Society

We're closing our West Drayton branch. But it's not goodbye.

Thursday 29 April 2021

Even though we're leaving **West Drayton**, we'll still be here for you



Key information

When is this branch closing?

This branch will be closing its doors on **Thursday 29 April 2021**.

Where is the nearest cash machine?

Morrisons
43-67 High Street
Yiewsley
UB7 7QQ
Distance: 0.1 miles

Where are our nearby branches?

Nationwide Uxbridge
58A High Street
Uxbridge
UB8 1JP
Tel: 0345 266 0203
Distance: 2.8 miles
[More details](#)

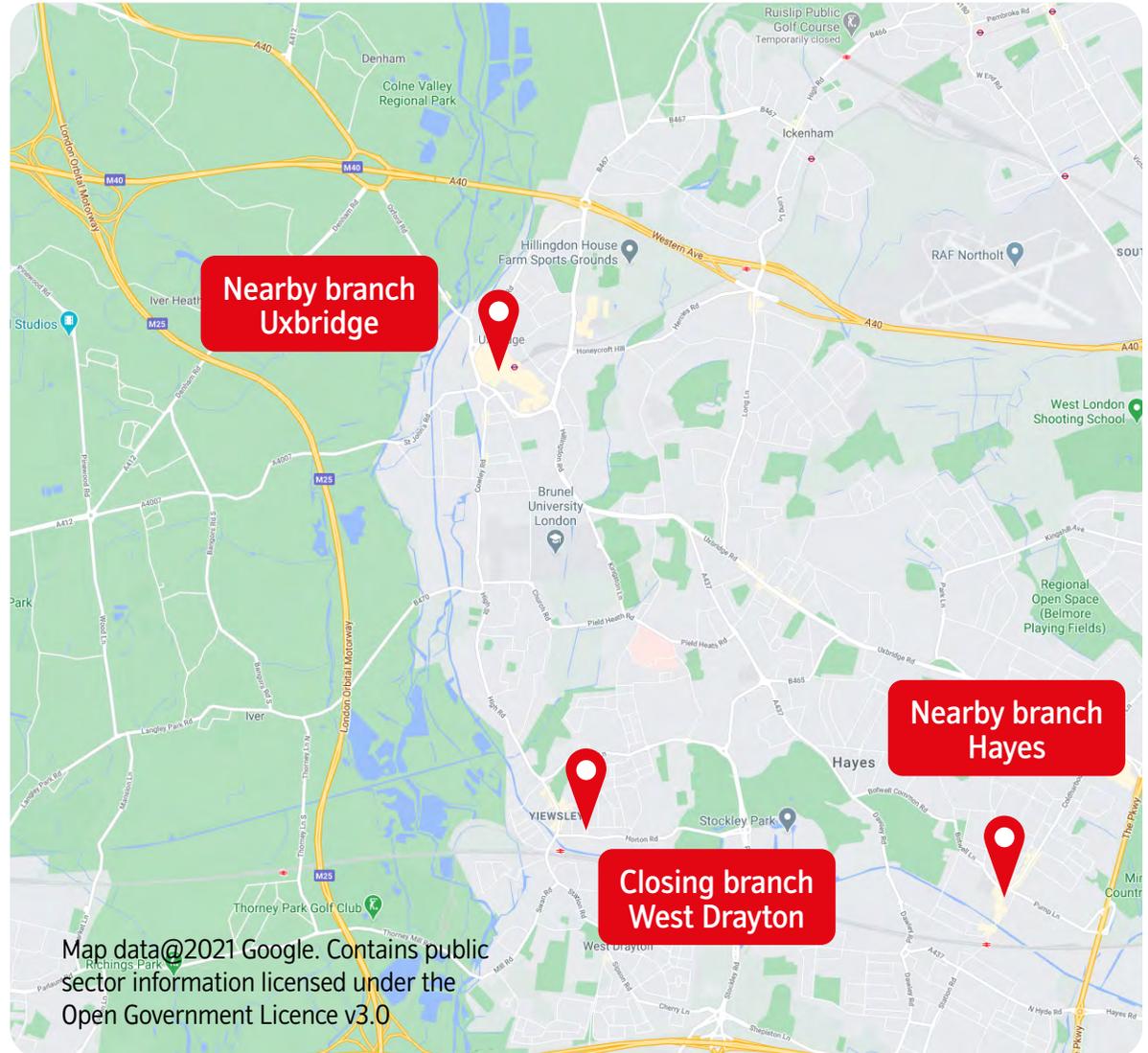
Nationwide Hayes
5 Station Road
Hayes
UB3 4BA
Tel: 0345 266 0232
Distance: 2.8 miles
[More details](#)

How can I continue banking?

Just because this branch is closing it doesn't mean you're on your own. You can use our Internet Bank, which you can use safely and securely, 24 hours a day. To find out more, go to nationwide.co.uk



Alternatively you can use our Banking App



Nearby branches

Once West Drayton branch has closed on Thursday 29 April 2021, you'll find us at one of our nearby branches. If you do need to visit us, please make sure you follow current social distancing guidelines to keep everyone safe. Please visit [Hillingdon Council](#) website, for transport options and information.

Nearby branches - Uxbridge and Hayes

Nationwide Uxbridge
58A High Street
Uxbridge
UB8 1JP
Tel: 0345 266 0203
Distance: 2.8 miles

Nationwide Hayes
5 Station Road
Hayes
UB3 4BA
Tel: 0345 266 0232
Distance: 2.8 miles

Coronavirus update -

As an essential service, most of our branches have stayed open during lockdown.

We're committed to doing all we can to keep offering a counter service for those people who really need to come in and see us. But we are now asking all our members - please only visit us in branch if it's absolutely necessary.

Please make sure you check the opening times and status of your nearby branches by visiting nationwide.co.uk/branchfinder

Managing your banking from home

Coronavirus update -

Even though some aspects of the lockdown are being eased, we still think it's safest for members to use our Internet Bank and Banking app, which you can use safely and securely, 24 hours a day.

Registering for our digital banking services will always be one of the most useful things you can do to stay in control of your money, whatever the circumstances today or tomorrow, but especially if you're still self-isolating.

[Register for Internet Banking](#)

[Discover our Banking app](#)



Why we're closing

Why we've made the decision to close

At Nationwide, our branches are important to us. They're at the heart of your Society and we know you value the face-to-face service they offer.

But it's more than that. We were founded by like-minded people coming together to help each other to save and buy homes of their own. They built communities together and our branches were a vital part of those communities. As they still are.

Which is why we're so committed to our branch network and we'll always do our best to keep our branches open. In fact, we've made a promise to every town and city in the UK that has a Nationwide branch: if you have a branch on 18 March 2019 we promise you'll still have a branch on the 31 May 2021. We've now extended that commitment until January 2023.

But there are some towns and cities where we have more than one branch. And sometimes one of those branches is used much less than the others or will cost too much to bring up to the standards we think you deserve. Unfortunately, that's what's happened in the case of **West Drayton**.

How we came to the decision

There are lots of things we have to consider when we're looking at closing a branch. And it's never a decision that's taken lightly.

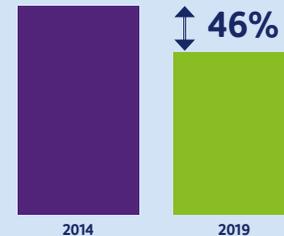
Firstly, we look at how it's being used, how many members have visited over 12 months, what kind of transactions have been made and what other ways those branch members have been choosing to bank with us; online, on the phone or in one of our other branches.

Even before the coronavirus changed so much of our day-to-day lives, this branch was not being used by enough members to make it viable.

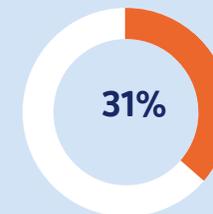
Secondly, with older branches like **West Drayton**, we have to think about how much money we'd need to spend on the branch to bring it up to date for our members and our colleagues. Where costs are high, we choose not to spend our members' money if there's a better alternative.

Thirdly, we look at the local community and the surrounding branches available. In the case of **West Drayton**, we have **four** branches within a **3.1** mile radius, including our refurbished **Hayes** branch. We've also just made a significant investment in our **Uxbridge** branch.

Fall in branch transactions



% of members exclusively using West Drayton



% of West Drayton members using nearby branches



Please note that the data was gathered pre-lockdown.

Important information

We're part of something called the 'Access to Banking Standards', which means that if ever we do close branches, we do so responsibly. The overarching principle of the standard is:

"Customers and relevant stakeholders of a bank branch that is closing will be provided with clear, understandable, accessible documentation and information about that specific closure as soon as the bank is able to do so, also what it will mean for them and how they can continue to bank following its closure."



Working with our communities

Even though we know it's the best thing to do, we do appreciate that closing our West Drayton branch will affect the local community. Which is why we're working to understand the impact of closing the branch and how we can ensure we're still offering our members the very best service.



We'll share any feedback we've received before we close the branch.



We're here to help

How to get in touch with us about this branch closure



If you want to speak to someone about this branch closure our Regional Director **Heather Hazley** will be more than happy to help.

Heather.HazleyOffice@nationwide.co.uk
Or give us a call on **0345 266 0203**

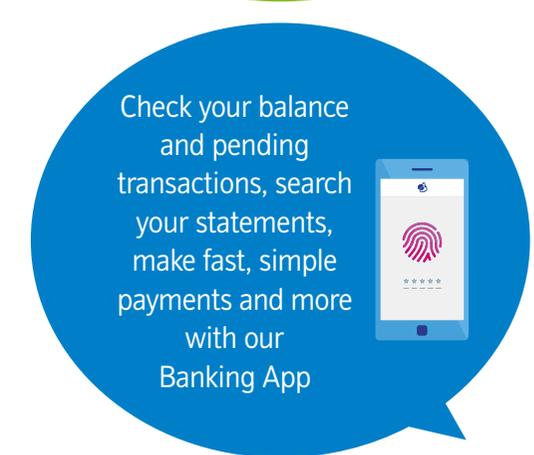
Ways to continue banking



Want to chat to us without having to travel? Or are you on the move and need to speak to someone? No problem, give us a call on 03457 30 20 11



Want to sort it all out from the comfort of your own home? Just log on to Internet Banking on nationwide.co.uk which is available 24/7



Check your balance and pending transactions, search your statements, make fast, simple payments and more with our Banking App

Your Feedback

Member Feedback



You said:

There are concerns about the branch closing as it will mean longer trips to other branches and using public transport in this Covid environment.

Our response:

The area will still be well supported with four branches within a 3.1 mile radius. Including **Uxbridge**, which we've just made a significant investment in, so that we can serve more members in a larger and more convenient branch. We've also recently refurbished Hayes branch.



You said:

There are concerns about access to cash machines in the area and the impact of closing our branch, as Barclays recently closed their branch in the area.

Our response:

Members will be able use the cash machine at Morrison's, which is a 3 minute walk away. Also, we've just made a significant investment into our **Uxbridge** branch, which we believe in the long term will provide members in the area an even better face-to-face experience. As well as access to cash machines.



You said:

There is a concern over what would happen to branch employees and they will be missed

Our response:

All branch employees will be able to relocate or take their preferred option after the closure. No one is being made compulsory redundant.

Stakeholder Feedback

We received no feedback from stakeholders on the closure of **West Drayton** branch

Who we contacted

 Your local MP

 Your local councillors at Hillingdon Council

 Your London Assembly Member

We received no feedback about the closure

What next?

West Drayton branch will close on **Thursday 29 April 2021**

We've considered all the feedback we've had from stakeholders and members about the branch closure. But unfortunately, some branches are simply used much less than others, so we have to make the difficult decision to close them.



Glossary

Our whole membership	You're a member if you have a current account, mortgage or savings account with us.
Branch members	<p>Exclusive: Members who have used this branch more than twice in the last 12 months.</p> <p>Preferred: Members who have either used this branch for 50% of their transactions, or have used three or more branches but used this one most recently.</p> <p>Other: Members who have carried out transactions at this branch but don't fall into the 'exclusive' or 'preferred' categories.</p> <p>This is based on people carrying out financial transactions at the counter or using the cash machine inside the branch.</p>
% decline in branch usage over 5 years	The percentage change in transactions carried out at our counters between 2014 and 2019
Branch member demographic	This shows the members who use this as their main branch, segmented by their current age that we have on our records
Access to Banking Standards	This sets out best practice guidelines for banks considering closing branches or reducing opening hours significantly. To find out more you can visit lendingstandardsboard.org.uk/other-voluntary-standards/#access-to-banking-standard
Transactions	In this instance, transactions refers to over the counter transactions only.

