



**HAILSHAM TOWN COUNCIL**  
**POST OFFICE COMMITTEE**

**MINUTES**

of the meeting of the **Post Office Committee**,  
held at the Fleur-De-Lys Meeting Room, Market Street, Hailsham, BN27 2AE  
On Thursday 11<sup>th</sup> December 2025 at 5.30 p.m.

- POC/04/  
37      **Public Forum**  
No members of the public were present
- 38      **Present:**  
Cllrs B. Carpenter, P. Holbrook, M. Laxton (Chair) and C. Mitchell (Deputy Chair)
- 39      **Officers Present**  
C. Sinden (Post Office Clerk), J. Harrison (Town Clerk) and S. Stephens (Post Office Manager)
- 40      **Apologies For Absence**  
None had been received
- 41      **Declarations of Interest**  
Cllrs Mitchell and Laxton declared that they are appointed directors of the Post Office CIC
- 42      **Minutes of Previous Meeting 08.10.2025**
- 42.1      Cllr Holbrook advised that he had offered apologies for the meeting.
- 42.2      The committee **RESOLVED** unanimously that the Minutes of the meetings of the Post Office Committee held on Wednesday 8<sup>th</sup> October 2025, as amended, may be confirmed as a correct record and signed by the Chair.
- 42.3      The committee received an update about progress of resolutions from the last meeting of the Post Office Committee from J. Harrison:
- 42.4      The previous resolutions were mostly related to the staffing matters. The PO clerk job upgrade had been agreed and letters sent to staff. The Post office Manager was meeting with J. Harrison tomorrow to go through the amended job description. The Senior Counter Clerk job description was outstanding, requiring updating prior to re-evaluation by SEE.
- 43      **Banking Hub Update**  
Details from a presentation attended by J. Harrison on the terms of the new Banking Hub Contract were circulated to the committee with a 'New deal' started in January 2026. The information would mostly apply to permanent hubs.
- Main items to highlight included that remuneration would be on a sliding scale dependent on how busy the hub would be. This also affected the required staffing levels for the hub, with higher levels required for hubs in the most busy category.
- The location for the new permanent hub was still in negotiation and should be known by May 2026.

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### **Confidential Business**

The committee **RESOLVED** that the press and public are excluded during the discussion on the next agenda items as they concern engagement and terms of service.

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### **HR And Staffing Update**

45.1

The branch is due to be redecorated over Easter. S. Stephens to send Tony Lee (Facilities and Operations Manager) a list of things that need doing, including anything urgent. The committee noted that the door accessing the branch was sometimes difficult for customers to open and that a more accessible door should be fitted if possible and with budget allowing.

45.2

Cllr Carpenter asked for an update regarding staff pensions. S. Stephens advised the committee of the situation. J. Harrison advised he would discuss this with the Town Council's locum RFO and that matters are in hand.

45.3

The hours vacated by a member of staff leaving would be determined when the outcome of the Senior Counter Clerk appointment is known.

45.4

C. Sinden updated the committee on conditions at the branch. This was the busiest period and space was an issue while the temporary Banking Hub was in place. The staff are all working well together during the most stressful time of the year.

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### **Post Office Accounts**

46.1

Copies of the accounts had been circulated to the committee.

S. Stephens noted that stationery income was being posted to HTC's accounts rather than the Post Office's. She was meeting with the LRFO to arrange this to be amended.

Cllr Mitchell advised the Committee that these accounts were filed for the CIC, as required by HMRC. This does not necessarily tell us how the branch is performing overall.

The branch has got over the VAT problem. Will no better when the return is done at the end of this month.

The accounts do not show that the subsidy for this period has decreased and should not increase during this financial year. The impact going forward is not yet known, in terms of the new conditions of the banking Hub Contract and the required staffing levels, which will affect running costs.

It would be necessary to do some more detailed business planning with all of this in mind. The Town Council has written a £40K subsidy into its budget for 2026-2027.

46.2

The affect of the permanent Banking Hub branch opening on the business was discussed and considered by the committee and officers. The suitability of various possible locations for the branch had been explored.

46.3

The committee noted its thanks to Karen Whiley, Locum RFO, for all of the work undertaken on the accounts.

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### **Post Office Business Planning**

Cllr Laxton advised the committee that the CIC Directors had met to discuss these matters. When more detail about the Banking Hub was known, more detail could be added.

The Branch Business Plan was being assembled, as more information became available. How much of the Banking Hub and Post office banking would be split would affect the plan.

There being no other business, the meeting closed at 6.10pm.

\_\_\_\_\_ CHAIRMAN