



**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 16<sup>th</sup> April 2026 at 5.30 p.m.

- POC/04/  
49      **Public Forum**  
No members of the public were present
- 50      **Present:**  
Cllrs B. Carpenter, J. Crittenden, P. Holbrook, M. Laxton (Chair) and C. Mitchell (Deputy Chair)
- 51      **Officers Present**  
J. Debrick (Senior Post Office Clerk), J. Harrison (Town Clerk), C. Sinden (Post Office Clerk) and K. Whiley (Locum Responsible Finance Officer).
- 52      **Apologies For Absence**  
None had been received
- 53      **Declarations of Interest**  
Cllrs Laxton and Mitchell declared that they are appointed directors of the Post Office CIC
- 54      **Minutes of Previous Meeting 11.12.2025**
- 54.1      The committee **RESOLVED** unanimously that the Minutes of the meetings of the Post Office Committee held on Thursday 11<sup>th</sup> December 2025, may be confirmed as a correct record and signed by the Chair.
- 54.2      Cllr Carpenter entered the meeting at that point
- 54.3      Update about progress of resolutions from the last meeting: The Banking Hub is on the agenda for the meeting and therefore to be addressed at that point. There were few specific resolutions in the minutes that required an update
- 55      **Balanced Scorecard**  
Cllr Mitchell – noted that the data provided covered PO performance and income but required additions.
- 55.1      The committee noted:  
  
For the last three months income has been growing, which is the usual cycle for the first two to three months of the calendar year.  
  
There is a need to look at a Business Plan in more detail and a concern that costs are out-stripping income.  
  
There is £40K in the current HTC budget to sustain the Post Office, with £20K earmarked which could then be an additional amount.  
  
It is normal for there to be a downward trend for January to March. Also to note that costs have gone up considerably.  
  
In the last few months the branch has lost its 'excellence' rating which also resulted in

some additional payment.

56 **Post Office Premise**

J. Harrison updated the committee on the recent work undertaken on the premise; the planned alterations to the cupboards & shelving, toilet and the decorating were completed. The plumber was due to return to complete some other aspects. The air conditioning repair was due that week but had been postponed. The removal of the end of counter to improve space was still to be completed. HTC are currently waiting for a date for the work on the door for automatic opening.

57 **Confidential Business**

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

58 **Banking Hub Update**

The proposed location and prospective date of the permanent hub is now known, A launch program and communications plan will be determined with PO Ltd, Cash Access UK and HTC, to ensure the public know what services are available in both sites and to avoid any public confusion. PO Ltd/Cash Access UK will control publicity and communications and HTC will need to work within their rules.

HTC will continue to invoice Cash Access UK Ltd for the hub's operation out of the Post office as at present until the permanent relocation.

59 **Post Office Accounts**

K. Whiley presented the accounts which had been completed for the first six months of the year, although these did not include recent invoices for the banking hub's location in the PO Branch.

59.1 The committee noted:

Income will decrease when the permanent location is established.

HTC continues to subsidise the branch.

Additional costs include the HTC contracted cleaner, and recent staffing costs increases.

Most of the costs apart from staffing are for day-to-day operations which will stay the same apart from inflationary increases. Other risks to the branch's costs were also noted.

59.2 Cllr Laxton noted formal thanks to R. Brazier and K. Whiley for the recent harmonization of the staff contracts.

59.3 The committee noted the need to increase business and income to ensure the branch becomes more financially sustainable. A staff meeting to work through a business plan for this would be necessary to ensure the team are all working together to move the branch in the right direction and fully understanding of the situation, including sharing the branch/CIC's accounts with them all.

60 **Post Office Business Planning**

HTC's strategic plan is currently in the process of being completed. It would then be necessary to complete a business plan for the Post Office.

The committee noted that the process for this would be to start with basic income and expenditure, with future projections as much as possible and to assess affecting factors such as staff numbers, sickness, holidays, running costs etc. and to assess income growth possibilities. Although not a complex exercise, there are a lot of factors to consider.

In terms of the staffing rota, there was a need to rebalance this, although it's very hard to get exactly right or predict accurately. The PO officers felt there are some times when they are over and others when they are under-staffed. Flexibility for staff hours will be required.

The effect on income and costs of the permanent Banking Hub will need to be considered including staffing requirements.

The PO Clerks advised that the minimum number of staff for the branch operation at present is four; to ensure it is being run correctly and to minimize stress and the potential for error.

60.1 Cllr Carpenter suggested that as part of the Business Planning process, the committee could ask the staff for their ideas to grow income, thus ensuring more buy-in from the team. Although the facts with regard to income and costs would still need to form the basis and starting point for the business plan.

60.2 The committee agreed that the PO Officers would talk to the team about a day that works best, with the staff meeting to be held in later June, after hours when the branch has closed. J. Debrick to talk to the team about the process, that there will be a staff meeting and ask them for any ideas to grow income.

61 **HR and Staffing Update**

61.1 The committee had been presented a report from the HTC HR Manager with up to date establishment data.

The appraisal process remains outstanding.

Recent changes to employment laws would have an effect on the team.

Holidays were having an impact on the staffing rota.

There is a need for J. Harrison and J. Debrick to look through the records to assess staff's remaining holidays.

61.2 The committee noted other ongoing matters, including the pension contributions. All staff affected would be written to advise that HTC/The Post Office CIC would be implementing changes to the way the pension contributions were implemented.

62 There being no other business, the meeting closed at 6.35pm.

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CHAIRMAN