



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 17th September 2026 at 5.30 p.m.

- POC/26/
15 **Public Forum**
No members of the public were present
- 16 **Present:**
Cllrs, J. Crittenden, P. Holbrook, M. Laxton and C. Mitchell (Chair)
- 17 **Officers Present**
J. Debrick (Senior Post Office Clerk), J. Harrison (Town Clerk), C. Sinden (Post Office Clerk) and K. Whiley (RFO) (Attended remotely)
- 18 **Apologies For Absence**
None given
- 19 **Declarations of Interest**
Cllrs Laxton and Mitchell declared that they are appointed directors of the Post Office CIC and Cllr Holbrook as he is a frequent user of the service.
- 20 **Minutes of Previous Meeting 16.04.2026**
- 20.1 The committee **RESOLVED** unanimously that the Minutes of the meetings of the Post Office Committee held on Thursday 6th August 2026, may be confirmed as a correct record and signed by the Chair.
- 20.2 J. Harrison provided an update about progress of resolutions from the last meeting:
- Recruitment was underway with shortlisting having taken place on Wednesday 16th August and interviews of shortlisted candidates scheduled for Thursday 24th September
 - The revised extension agreement for the temporary banking hub to be located in the Post office had now been signed
 - CAUK had agreed that the community banking Room could be kept in the Post office after the Banking Hub had moved into the permanent location.
- 21 **Post office Accounts and Business Plan**
- 21.1 K. Whiley has prepared the projected budget for the next five financial years, to 2029/30, with projected costs increasing and also income increasing steadily over that period. However, it was noted that Staffing remains the highest cost to the branch and this is an area that needs careful consideration and planning. Various factors were currently affecting the costs and income for the branch.
- 21.2 At present income was down compared to the equivalent months last year, mainly due to the ongoing SGN Gas Mains works on South Road which were making it very difficult for anyone to get into the town centre. It was agreed that HTC would contact SGN to discuss this.
- 21.3

- 21.4 The committee also noted that the wages budget does not include any sickness cover which was currently causing higher than projected costs and thus reducing net income.
- 21.5 It was agreed that the increase in the wages budget for next financial year should be increased from 3.3% to 4% in anticipation of the likely increase in NJC scales.
- Cllr Laxton suggested that removing the overall cleaning costs of just under £6K could be a way of reducing costs.
- The committee unanimously **RESOLVED** to recommend to the Assets Management Committee that it looks into removing that element from the current cleaning contract in order to reduce the overall operational costs of the Post Office
- 22 **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.
- 23 **HR and Staffing Update**
- 23.1 The committee were advised that the Post Office Manager had resigned and that the recruitment process would be initiated soon.
- 23.2 The committee were also updated on the recruitment of new part-time Clerks, (as above) with interviews scheduled for Thursday 24th, shortlisting having taken place on Wednesday 16th September. Discussions were held around the process for interviewing and the involvement of PO Staff in the selection process. It was agreed that J. Harrison would contact HTC's HR Manager to discuss in more detail and contact the relevant PO Staff.
- 23.3 C. Sinden and J. Debrick advised the committee that the past summer had been a very challenging time for the staff for a variety of reasons. The committee noted and extended their acknowledgement and thanks to them for their hard work and dedication over that period.
- 24 **Banking Hub Update**
- 24.1 J. Harrison advised the committee that he, Cllr Laxton and Mitchell had recently attended the first 'Ops readiness call' remote meeting on 10th September with Cash Access UK Banking Hub Operations Manager to discuss preparations for the Banking Hub Opening.
- 24.2 A detailed (although potentially flexible) timescale had now been provided, along with Operations manuals and guides, a Staff Training Plan and Operational readiness Tracker. These materials would need to be provided to the branch staff.
- 24.3 It was agreed that a Team Training and Team Building session would be arranged for Thursday 1st October from 2.00pm, at Hailsham Town Council, to be mandatory for all staff currently working.
- The committee noted That the training was online, and modular, that individual staff members were responsible for ensuring they complete the training logging in and out of a central Cash UK record, and that the training was compulsory. Arrangements would be made for those who are currently off sick. The meeting planned for the afternoon of 1st October would therefore be about progress, deadlines, targets and similar management matters. It was noted that Some staff members had already received notification of the Health and Safety module
- 24.4 J. Harrison would request the presence of a key manager from CAUK. The Post office branch would need to close for the afternoon and J. Harrison to ensure necessary the

communications were undertaken.

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There being no other business, the meeting closed at 6.26pm.

CHAIRMAN

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