



Design & Access Statement

## CAUK – Whitehaven

**Client:**

Cash Access UK

**Date of Issue:**

1<sup>st</sup> June 2026

**Job Number:**

E8016

**Client Address:**

27 Old Gloucester Street,  
London, WC1N 3AX

**Revision Record:**

A01



**HUB No.:**

0253

**Site Address:**

22 King Street,  
Whitehaven,  
Cumbria, CA28 7JN

## PROPOSAL DESCRIPTION

Proposed alterations to existing unit to create new Banking Hub including installation of new ATM to shopfront.

### Planning Statement

Nationwide banking requirements are reviewed by the LINK Network on a regular basis to establish what banking services may need to be put in place, following the closure of the last bank in any given town.

In the case of Whitehaven, it was found that following the closure of Santander which is expected by the end of January 2027, there would be a requirement for a new Banking Hub which is provided by Cash Access UK and operated by the Post Office.

Banking Hubs are supported by a wide variety of major banks including, NatWest, Santander, Lloyds & Virgin Money. They will provide community bankers who work on a rotation with a different bank available on each day of the week to offer face-face assistance. Which banks will be represented at the Banking Hub are determined by the banks with the most customers in the local area.

Operating hours are usually Mon-Fri, 9am -5pm and services will included the following:

- pay in cash (notes and coin) and cheques
- withdraw cash (notes and coin)
- check your balance
- pay utility bills
- top up your gas and electricity
- access change-giving services (for registered businesses)