

## **Buckingham temporary Banking Hub opens**

Cash Access UK, the organisation set up to protect nationwide access to cash, has partnered with Buckinghamshire Council **through its Community Board, with the support of** Buckingham Town Council and community representatives to open a temporary Banking Hub in Buckingham. The temporary Banking Hub provides local people with access to banking services, while plans for the permanent Hub continue to make headway. The temporary Banking Hub is located at Buckingham Library.

The temporary Hub is open Tuesday to Friday, 9.30am to 4.30pm, and will remain available until the new permanent Banking Hub opens. The temporary Banking Hub offers a counter service operated by the Post Office, where customers of all major banks and building societies can carry out regular cash transactions. It also offers a Community Banker service where customers can talk to their own banking provider about more complicated issues.

Community Bankers will work on rotation, with a different bank or building society available on each day of the week:

Tuesday – NatWest

Wednesday Nationwide

Thursday – Lloyds Banking Group

Friday – Barclays (coming soon)

Cash Access UK is committed to delivering a permanent Banking Hub in Buckingham and, in a significant step forward, the location for the new permanent Hub has now been confirmed. This will be located at 19 Market Square, Buckingham. The team at Cash Access UK are now working hard to get the new premises ready.

The Banking Hub team looks forward to welcoming residents to the temporary Banking Hub at Buckingham Library and supporting them with their everyday banking needs. They will also be able to keep residents up to date with progress on the permanent Banking Hub.

The Buckingham & Villages Community Board, Buckinghamshire Council, Buckingham Town Council, and Cash Access UK have worked together throughout the process to ensure that Buckingham residents and business voices were heard and to support the provision of access to banking in a suitable location as quickly as possible.

**Gareth Oakley, CEO at Cash Access UK:** “We’re committed to protecting nationwide access to cash, therefore I am pleased to announce that a temporary Banking Hub in Buckingham is now open. The temporary Banking Hub will ensure residents’ access to cash needs are supported, while work progresses on the permanent location. This is an important step on the journey to a permanent solution and we look forward to updating the community on our progress when we are able.”

**Buckinghamshire Council’s Cabinet Member for Culture and Leisure, Councillor Clive Harriss said:**

*"I am really happy to see our library playing such an important part in ensuring that Buckingham residents have local access to banking services. Buckinghamshire Council is proud to have played such a key role in making this happen and the partnership with CashAccessUK is a great example of the importance of libraries as safe and accessible community spaces. Libraries sit at the heart of their communities and we are always looking for opportunities to work with partners to enhance the services available at the library"*

**Councillor Howard Mordue, Buckingham and Villages Community Board, Chairman said**

*"The Community Board has been pleased to co-ordinate with our partners to bring this fantastic new facility to the town. We hope this will make life easier for local people who want to withdraw cash easily and I'm delighted it is paving the way for a permanent facility in Buckingham. It's a great example of how our community boards make a real difference on the ground by co-ordinating projects like this on behalf of local residents."*

**Cllr. Anja Schaefer, Mayor of Buckingham** "Town Council quote to follow..."

**Ross Borkett, Head of Banking at Post Office said:** "We're delighted to be providing every day banking services to residents and businesses in Buckingham with our counter staffed by an experienced Postmaster and their team. We know that where cash is withdrawn locally, it tends to be spent locally, supporting the local community. It's great that a temporary Banking Hub is now open and we look forward to serving customers from the permanent location when it opens."

If you would like to know more about the Banking Hubs please contact: [adam.f.taylor@h-advisors.global](mailto:adam.f.taylor@h-advisors.global)

**ENDS**

**Notes to editors:**

The full address for the temporary Banking Hub is Buckingham Library, Verney Cl, Buckingham MK18 1JP

Cash Access UK is a not-for-profit company established by ten major banks and building societies. Their work is part of a new, collective approach to protecting access to cash. They provide shared services - available to the customers of ten firms - in communities where they are needed most. For more information, visit [cashaccess.co.uk](http://cashaccess.co.uk).

**Who owns Cash Access UK?**

Cash Access UK is owned and funded by ten of the UK's biggest banking providers: Bank of Ireland, Barclays, Danske Bank, HSBC UK, Lloyds Banking Group, Nationwide Building Society, NatWest Group, Santander, TSB and Virgin Money. These firms have come together to provide shared services available to all their customers.

**What is a Banking Hub?**

A Banking Hub is a shared banking space on the high street. Hubs offer a counter service operated by the Post Office, where customers of all major banks and building societies can

carry out regular cash transactions, Monday to Friday. The Hubs also offer a Community Banker service where customers can talk to their own banking provider about more complicated banking issues. The Community Bankers work on rotation, with a different banking provider available on each day of the week. Community Bankers are usually provided by the banks or building society with the most customers in the local area.

***Cash use is in decline. Why are you setting up new Banking Hubs?***

Cash is still important to millions of people in the UK. Between 5 and 6 million adults say they rely on cash in their day-to-day lives. Digital or online solutions don't yet work for everyone all the time. We've found that Banking Hubs can make a real difference to individuals, small businesses and the communities they live in.

***Can small businesses use the Banking Hubs to do their banking?***

Business customers are welcome to use the counter services to make cash withdrawals, cash and cheque deposits and other cash services including floats and coinage.

***How long does it take to open a Banking Hub?***

Opening a Banking Hub can take several months from start to finish. These are the steps involved:

- Find a suitable property that meets our requirements. These include size, condition and location.
- Negotiate terms with the landlord.
- Once an offer is agreed, solicitors carry out the legal work so the lease can be signed. We may need to get planning approval from the local authority before we work with our architects on the layout and design. Where the building is listed or in a conservation area, we make sure our design and the building work complement the area.
- Post Office appoints a Banking Hub Operator and the bankers identify Community Bankers so they are ready to serve customers on the day we open.
- Carry out final checks to make sure everything is working so we can open the doors.

***Who decides where to set up a Banking Hub?***

LINK, the UK's cash machine network, decides where new services are needed. LINK is an independent, regulated company with many years' experience in assessing communities' cash needs. LINK reviews the impact of every proposed branch closure by our Member firms. A community can also ask to LINK to carry out an assessment of the community if they feel they need better access to cash.

***Why isn't every bank and building society involved in this?***

Cash Access UK's ten Member firms cover the vast majority of personal and business customers. Cash Access UK is open to any bank or building society to join as long as they meet certain criteria.