DESIGN AND ACCESS STATEMENT

PROPOSED INTERNAL AND EXTERNAL REFURBISHMENT WORKS

SANTANDER, 28/34 CROSS STREET, MANCHESTER, M2 7AQ

16TH JUNE 2026

architecture
interiors
strategy
masterplanning

1. INTRODUCTION

This Design and Access Statement (DAS) has been prepared by LOM on behalf of Santander in support of Listed Building Consent (LBC) and Advertisement Consent (ADV) applications for internal and external works to a Santander branch.

This document should be read in conjunction with the architectural drawings submitted as supporting material.

2. EXISTING SITE & KEY FEATURES

The site (Santander, 28/34 Cross Street, Manchester, M2 7AQ) is a Grade II Listed Building in Manchester city centre. The site sits in the St Ann's Square Conservation Area. Historic England (List Entry Number 1209486) describes the building as follows:

> *"Sandstone ashlar, slate roof. Trapeziform plan on end-of-block site. Eclectic style with French Renaissance elements. Four storeys and attic plus 2-stage turret, with 6-bay facade to Cross Street and 3-bay facade to St Ann Street hinged on an octagonal corner turret, with cornices over the 2nd and 3rd floors and shaped-gable dormers to the attic with parapets and chimneys between them; ground floor altered. The 2nd and 6th bays to Cross Street, and the centre bay to St Ann Street, project slightly through the 1st and 2nd floors, with coupled windows to both floors, carved spandrels to the upper windows and balustraded parapets above; otherwise, all windows on these floors are single-light sashes without glazing bars, those at 2nd floor round-headed; the 3rd floor has coupled round-headed windows with diagonal shafts and recessed sashes, and the attic dormers have sashes with 2-pane lower leaves and enriched gables with finials. The corner has curved sashes set behind free-standing colonnettes, a balustraded parapet over the 2nd floor with carved cresting surmounted by a pedestalled statue displaying a shield; the turret rising behind her has single-light windows to the 2nd stage, a pierced parapet with finials, and a domed cupola."*

The conservation area appraisal written by Manchester City Council describes the area as follows:

> *"St. Ann's Square was the first conservation area to be designated by Manchester City Council, on 29 July 1970. It comprises an important part of the city centre around St. Ann's Square."*
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> *"(…) almost all the buildings in the conservation area are shops or offices, or a combination of both. There is a wealth of buildings of architectural quality, the majority of them being Victorian with some Edwardian and a few of more recent origin. Few properties remain from the 18th century. Many buildings are listed for their special architectural or historic interest."*
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> *"The Church of St. Ann, constructed in red sandstone, has two tiers of round-headed windows, a semi-circular apse to the east and a square tower to the west."*

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"St. Ann's Square was laid out in the Georgian period, early in the 18th century, and is one of the main spaces in the city centre. The church, which dominates the southern end of the Square is the only surviving building of that time in the area, the remainder being later replacements which continue to enclose the Square in a satisfactory and coherent manner. As these buildings were constructed in various styles over a long period, they create a rich tapestry of built form."

"The typical Manchester characteristic of acknowledging the corners of buildings, usually for an entrance, is well represented in most of the buildings in this area which are built on street corners."

As the building occupies the entire site footprint, there is no garden or open space. There are many other listed buildings nearby in the conservation area, particularly around St Ann's Square, along King Street and Cross Street.

3. ACCESS

The proposals are aimed at refurbishing the existing building and will not impact existing access arrangements at the front entrance to this Santander branch. As such, there are no proposals to amend the existing external access provisions in this planning applications. The branch already offers level and step-free access at ground floor level for Santander customers.

On the ground floor, the proposed layout includes forming a non-structural opening between the rear meeting room and stairwell; this opening was historically located in the same position, and the proposed works are simply reinstating the same void to allow circulation between the banking hall and the staircase. A 1:20 gradient ramp will be formed at the new opening to allow DDA access.

4. AMOUNT & LAYOUT

The proposed works neither adds nor subtracts from the property's existing floor space resulting in no change to the building's footprint. The building's architectural relationship with adjacent buildings and its surroundings also remains unchanged. Please refer to the architectural drawings to see the proposed scope of works for the development site.

Proposed internal works include:

- Redecorating and making good internal finishes.
- Installing new floor finishes.
- Ground floor: Reopening of non-structural void to provide access to stairwell from banking hall. Removal of 1no. customer-facing room.
- First floor: Removing existing agile space to create a meeting room and small admin room. Minor reconfiguring of existing HVAC systems to suit new layout.
- First floor: Reconfiguring existing toilets to create new DDA toilet.
- First floor: Stripping out existing staff room kitchen, furniture and flooring. Removing side wall to comms room and erecting new stud wall to create a larger comms room.
- Second floor: Stripping out existing office spaces, removing walls and erecting new stud walls to create new staff room, agile space and customer-facing areas. New HVAC systems required.
- Second floor: fitting a new 600x600mm ceiling grid to this area to match existing ceiling height.

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- Mechanical, electrical and plumbing fixtures to be modified to suit new layouts. Reconfiguring or connecting into existing services where feasible.

Proposed external works include:

- Updating the 2no. externally illuminated projecting signs to Santander's Work Café version.
- Applying (on internal sides) new Santander Work Café graphics to shopfront windows on St Ann Street and Cross Street elevations.
- Applying new vinyl to wall behind left-hand side shopfront window on St Ann Street elevation. Vinyl artwork TBC.
- Removing 3no. existing external ATMs and replacing with 3no. new external ATMs in same position of existing ones.

5. SCALE & APPEARANCE

There will be no demolition or structural works to the existing building envelope in the proposed development, which means there will be no change to the scale (height, width and length) of the existing building.

The proposals comprise of internal refurbishment works are mainly the updating of internal shop fitting items with up-to-date modern shop fittings typical of a Santander Work Café branch refurbishment. The proposed ground, first and second floor layouts include alterations to the customer-facing rooms, agile room, staff room, kitchen, offices, and toilets. There are elements that are applicable to special care and detail within the building. The extent of the works is shown on the architectural drawings submitted with the planning applications.

The external works consists of updating the projecting signs and wall/window graphics to Santander's Work Café versions and replacing the existing external ATMs with new in the same locations; these changes will not significantly change the building's external appearance.

6. LANDSCAPING

No new landscaping is proposed in this development. The hard landscaping outside the building's external entrance will remain as existing.

7. HERITAGE ASSETS

The site is a Grade II listed building and located within the St Ann's Square Conservation Area. The proposed internal and external works are an opportunity to restore and protect the building for further years. Santander will ensure that modern signs and materials are only used with discretion where appropriate to the character of the building and its listed status, as well as ensuring the works are not harmful to the conservation area.

Due to the relatively discreet nature of the proposed internal and external works, the visual impact on the property and surrounding area will be minimal.