

HSBC UK BANK PLC

HSBC UK Reading

26 Broad St,
Reading RG1 2BU

Design & Access Statement

23053 PA 110 Design & Access Statement

August 2023

Site Address: 26 Broad St, Reading RG1 2BU

Date: 11th August 2023

Contact Details:

Applicant

HSBC BANK PLC
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Agent

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1.1 Introduction:

This document should be read in conjunction with the submitted application form, drawings and associated supporting documents.

1.2 Design/Description of Development:

HSBC is proposing to internally apply 'Contravision' vinyl graphics to 3 No. windows to the front elevation of the bank. All window marketing was removed as part of the recent refurbishments under application number 221334, allowing an 'active' shopfront allowing views into the building. However, the client has raised concerns over the privacy of the ground floor interview room, in particular, where screens may display private customer information. There are ongoing concerns that views into this area are causing problems by people loitering outside. A customer's recent complaint to the bank regarding this issue, has been quoted below, at the end of this statement. The bank has recently introduced a campaign called "Safe Spaces" which is used to support customers and public in need of assistance during times of difficulty such as bereavement, domestic abuse and other sensitive issues. These safe spaces are there to provide an environment for people to feel safe and at ease and share potentially sensitive information, and at present this isn't possible. The application of Contravision would be a solution to the privacy issue. The bank has also raised an ongoing issue regarding solar glare in this south and west facing corner, which becomes unusable during spells of warm weather. The Contravision will help mitigate this problem too and reduce the need for increased AC usage.

Ref Previous applications approved in October 2022:

Full Planning No: 221332

Listed Building No. 221333

Advertisement No. 221334

This application covers the following external works:

'Contravision' vinyl graphics will be internally applied to the 3 No. windows to the front elevation, as detailed on accompanying drawings. Existing hanging marketing in windows will also be removed.

1.3 Key issues of the design:

- a. Approach & Access:** The approach and entrance / access to the building will remain unchanged.
- b. External Appearance:** The proposed works will not result in any change to the appearance of the building structure from the street.

- c. Environmental Sustainability:** Where possible, sustainable methods will be used during the works including the recycling of removed material from site.

Relevant complaint from bank customer regarding privacy:

Feedback on this issue has recently been provided by a bank customer. He did not share his details but stated that he worked for ICO. He stated that he was stood outside the branch for some time and could notice the information being displayed on staff monitors. He stated that as a customer he was not happy with his personal information being breached. He also stated that whilst stood outside 5/10 other customers raised the same concerns. He has said that he has raised this issue both with Telephone banking and also with ICO. He stated that an email will be arriving shortly regarding his concerns. His concern was how clearly visible the information was due to the size of the windows.