



On 13/11/2024 LINK completed an assessment of cash access in Alston.

This assessment was done because we received a request for a cash access assessment to be conducted.

Defining the Local Area

To see if there is a gap in cash access services, we need to define the local area we are assessing. We do this by mapping the area, deciding if it's urban or rural, and seeing how many people and businesses would be affected by any gap. You can learn more about how we define local areas here. [access-to-cash-assessment-process.pdf](#)

For this assessment, the local area is Alston.

We've checked:

- Where the people and businesses most affected by any gap are located.
- What cash access services are still available within a 3-mile radius of where at least 95% of the area's residents live.

How we do the assessment

The assessment we undertake is in three steps:

Step 1: We check the cash access facilities within a 1-mile (urban) or 3-mile (rural) radius of the local area and identify the services available, including if:

- They offer the cash access services we're assessing.
- They can manage the demand from the local area.
- The travel time and/or cost to reach them is reasonable.

Step 2: We assess the potential impact of any actual or proposed closure and any gaps we've found, considering:

- If any closure is permanent or temporary.
- How many personal current account holders will be affected.
- How businesses will be affected in terms of accepting cash and being able to deposit or withdraw notes and coins.
- The impact on vulnerable account holders, if there are accessibility issues and if we need to consider services like assisted cash access, where help and support can be provided.
- If the remaining cash services can meet the local area's needs after a closure.
- How far the nearest suitable cash services beyond the 1-mile or 3-mile radius is.
- The travel time and cost to the next available cash service and if this is reasonable.
- If there are any seasonal or other demand fluctuations for cash services in the local area.



Step 3: Using the outputs from Step 2 we identify any extra cash access services needed to address the gaps and we recommend what's reasonable to put in place to lessen the impact on people and businesses.

Outcome of the assessment

We are sorry but we are not recommending the provision of any new cash access services in Alston at this time.

This is because our assessment shows there are already cash access services and facilities within a 3-mile radius which are suitable for the needs of the local area.

These include:

- Free cash deposit and withdrawal services for personal current accounts.
- Cash deposit and withdrawal services for business accounts that allow for a reasonable mix of notes and coins to be deposited or withdrawn.
- A Post Office.

We know how important it is for people to get cash and we're committed to ensuring that everyone has adequate access to cash within their community. Try using our Cash Locator tool to find out more about the cash services near to you. [LINK / Cash Locator](#)

Requesting a review of our Cash Access Assessment

We'll review our cash access assessment decision if you ask us to but only in these situations:

- You have a good reason to care about fair access to cash services in your local area.
- You put your request in writing (by mail or email) to accesstocash@link.co.uk or write to: Link Scheme Ltd (Cash Access Request), Central House, Otley Road, Harrogate, HG3 1UF
- You ask within 28 days of our initial decision.
- You provide new information that we didn't know about and that could change the result.
- You point out mistakes in our initial decision that could change the result.

We'll finish any review within twelve weeks, tell you what we have decided, and post the results on our website.

Step 2 data

Cash Access Assessment Outcome



Link Scheme Holdings Ltd

Below are some of the things we found out about the area and the local cash services. We used this data to help inform our assessment.

About the area	
Local Area Name	Alston
Is it urban or rural?	Rural
How many adults live near the High St?	1336
How many adults live in the local area?	3073
Number of shops on the High St	22

Nearest branch outside the High St serving both business and personal customers	
Bank Brand	Natwest CA11 7ST
Bank Location	24-25 DEVONSHIRE STREET, PENRITH, CA11 7ST
How far is the nearest branch?	16.2 miles
How long does it take to get there by bus?	129 minutes
How much does the bus cost?	>£2.50

The closest banks (including those which only serve personal customers)				
Organisation Name	Address	Postcode	Straight Line Distance (miles)	Public Transport Time (mins)
HSBC	16 MARKET SQUARE	CA11 7SN	16.2	129
Santander	10 MARKET SQUARE	CA11 7BY	16.2	153
NatWest	24-25 DEVONSHIRE STREET	CA11 7ST	16.2	158

The closest free to use ATMs		
Address	Type	Distance (miles)
NA	NA	NA
NA	NA	NA
NA	NA	NA

Cash Access Assessment Outcome



Link Scheme Holdings Ltd

The nearest Post Offices		
Address	Postcode	Straight Line Distance (miles)
Front Street	CA9 3HP	0.1
Garrigill	CA9 3DS	3.5
Vicarage Terrace	CA9 3PL	4.2

You can find out more about our process and these data points [here](#).