UK retail banking providers unite to maintain Access to Cash

Delivering a groundbreaking not-for-profit collaboration for 10 major UK banking providers

We advised 10 of the leading high street banking providers as joint clients on the establishment of Cash Access UK Limited, a not-for-profit company created to safeguard access to cash for consumers and small businesses.

This groundbreaking collaboration was completed in just 12 months and reflected a unique level of cooperation between the lenders to address changing legal and regulatory landscapes.

Our cross-practice team played a key role in delivering practical and innovative solutions for shared banking hubs and cash services.

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INTRODUCTION

While banking services are becoming increasingly digitised, legislators, consumer groups and providers recognise the need for continued access to cash for some consumers and small businesses. Cash Access UK Limited, a new not-for-profit company established by our joint clients, all major high street banking providers, was created to deliver on this need. Its role is to establish shared banking hubs in communities and develop other solutions to support cash banking services.

WHAT HAPPENED

The creation of Cash Access UK Limited reflected a new and unique level of collaboration between lenders with a view to meeting the needs of local communities and small businesses against a backdrop of proposed legal and regulatory change.

We were able to field a cross practice team that proactively worked with our clients to understand and support their respective needs and to propose practical and innovative solutions, with a view to quickly finding common ground amongst our clients and supporting them in creating this new strategic joint offering. Our work particularly showcased our expertise in governance, corporate joint ventures, commercial outsourcing, regulatory and compliance, competition, intellectual property, data protection, employment, and tax.

THE OUTCOME

In a world where high street banking services are moving online, we were able to help the firms design and shape a model which allowed collaboration between them and established a framework to help protect cash access across the UK with a view to meeting the needs of their respective customers. This collaborative effort was recognised by being awarded with the In-House/ Law Firm Collaboration of the Year award at the Legal Business Awards 2023. As of October 2025, Cash Access UK had delivered 186 banking hubs and 135 deposit services, demonstrating the tangible impact of this initiative.

JUST 12 MONTHS
THE TIME IT TOOK TO COMPLETE A COMPLEX AND GROUND-BREAKING COLLABORATION

5M+ ADULTS
IN ENGLAND AND WALES RELY ON CASH IN THEIR DAY-TO-DAY LIVES*

*Bank of England survey 2021

10 MAJOR BANKING PROVIDERS
WORKING IN TANDEM TO KEEP CASH BANKING SERVICES ON THE HIGH STREET

186 BANKING HUBS AND 135 DEPOSIT SERVICES
DELIVERED AS OF OCTOBER 2025