CROSS KEYS HOUSE

DESIGN, ACCESS & HERITAGE STATEMENT



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REV A

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1. INTRODUCTION

This Design, Access and Heritage Statement has been drafted by Gabriella Herrick (RIBA CA AABC IHBC). Its purpose is to present the design rationale behind the proposed alterations and change of use and assess the potential effects (in heritage terms) of the alterations on Cross Keys House and its setting.

1.1 Report Structure

An overview of the history and development of Cross Keys House is included in **section 2**. Detailed research encompassing the whole Cross Keys site has already been carried out by Asset Heritage Consulting and this report makes reference to this existing body of information. The author of this report, Patrick Maguire, has confirmed that they are happy for this information to be included as an appendix to this report and the full report is available online under applications 16/04441/FUL, 16/04504/LBC and 16/04506/ADV.

A statement of significance for Cross Keys House is included in **section 3**. A summary of the proposed design is included in **section 4** and the proposed design is illustrated in application drawings. A commentary describing the potential impact on the listed building and setting is included in **section 5**. This section includes a policy justification of the scheme in accordance with the relevant legislation, planning policy and guidance.

1.2 The Building and its Legal Status

Cross Keys House is a grade II listed building, located in the Salisbury Conservation Area in the local authority of Wiltshire. The building forms part of the wider Cross Keys Shopping Centre, which also includes a number of listed buildings. **Figure 1** shows the extent of the Cross Keys Shopping Centre and the listed buildings included within this boundary. Cross Keys House is located on the north west corner of the block, facing Queen Street and the Market Square to the west and Winchester Street to the North.

Any alterations to a listed building or any development within the setting of a listed building and conservation area requires the local authority to assess the implications of proposals on built heritage.

The Planning (Listed Buildings and Conservation Areas) Act 1990 is the legislative basis for decision making on applications that relate to the historic environment. The Act requires local authorities to give *'special regard to the desirability of preserving the listed building or its setting or any features of special architectural or historic interest which it possesses'* and, *in respect of conservation areas, that 'special attention shall be paid to the desirability of preserving or enhancing the character or appearance of that area'.*



Figure 1 - Cross Keys Shopping Centre and listed buildings (Historic England 2023)

Map	Title in List Description	Date of Listing	Grade
1	14 Queen Street	1972	II*
2	15 & 16 Queen Street	1952	II*
3	17 & 18 Queen Street	1968	II*
4	20 Queen Street	1952	II*
5	**21 Queen Street**	**1972**	**II***

Local authorities are also required to consider the policies for the historic environment as set out in the National Planning Policy Framework. This report has been drafted to comply with the requirements of the National Planning Policy Framework to provide a clear and proportional description of the significance of the heritage assets affected in order to asses the potential effect of the proposed work. The NPPF notes that *'The level of detail should be proportionate to the assets'* importance and no more than is sufficient to understand the potential impact of the proposal on their significance' and that a heritage asset should be *'conserved in a manner appropriate to their significance.'*

2. EXISTING BUILDING

2.1 Cross Keys Shopping Centre: History and Development

Appendix II includes a comprehensive history of the Cross Keys Shopping Centre, including Cross Keys House, within the broader development of the medieaval city, which has been drafted by Asset Heritage Consulting.

Cross Keys House also includes the second and third floors of numbers 17-20 Queen Street (no numbers 18-20 Queen Street). These buildings do not form part of the application scope and are separate buildings in terms of listing and build date. Therefore, as their fabric will not be directly affected, their interiors have not been included as part this assessment.

2.1 Cross Keys House (21 & 22 Queen Street & 1A & 1B Winchester Street)

With consideration to the existing research in Appendix II, a recent site survey visit and additional research, a summary of the history and development of Cross Keys House has been drafted.

19th Century

Cross Keys House was built in 1878-9 and was Pickney's Bank, replacing any earlier structures that existied on the site. An artists illustration of the bank **[Figure 2]** was included in The Building News, 6th September 1878, which notes –

'The illustration shows the banking premises now erecting at Salisbury for Messrs. Pinckney Brothers. The building is constructed with Fareham red bricks and Bath stone dressings. The timber-work is of oak, with incised plaster in the panels. The banking room is 20ft. high, and is lighted by the large bay window, which will be partly filled with stained glass illustrating some of the guilds for which Salisbury was formerly celebrated. The remainder of the ground floor is appropriated to the clerks and private rooms ; a large strong-room and bookrooms are also on this floor. The upper part contains the residence of the manager. The works are now being carried out by Messrs. Hale and Sons, of Salisbury, under the direction of Mr. Henry Hall, architect, of 19, Doughtystreet, Mecklenburg-square, London."

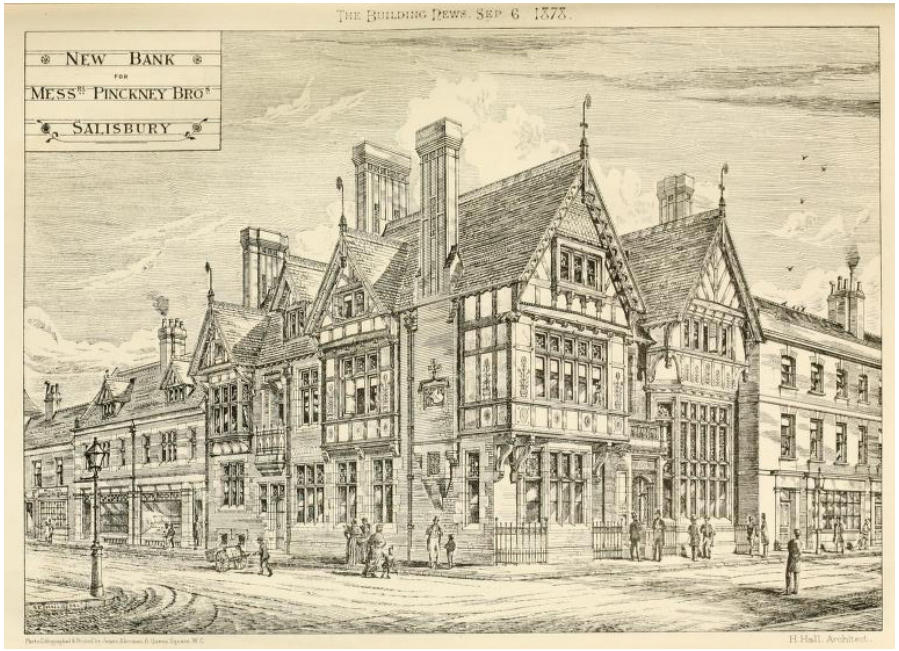


Figure 2 - Illustration from the The Building News, 6th September 1878 (The Building News Digital Archive)



Figure 3 - Cross Keys house, late C19th (Pinterest- source unknown)

Pevsner describes the building as *'a flamboyant example of Victorian Domestic Revival.' 'Hall's Pickney's Bank (Cross Keys House), Salisbury, flamboyantly half timbers premises of 1878, trying to emulate (and outdo) the buildings of the surrounding market place.'*

A historic photograph **[Figure 3]** of an unknown source shows Cross Keys House as viewed from the north west, capturing Queen Street to the south and Winchester Street to the east. The clothes of the small child in the foreground suggests that this image was taken in the late 19th century, perhaps when the building was first completed. The image shows that Cross Keys House forms a bold terminus to the north east corner of the market square, with the scale of the stone mullioned banking hall window, gables and towering chimneys dwarfing the fenestration pattern of the earlier structures to Queen Street and the much smaller structure along Winchester Street.

20th Century

Cross Keys House was listed in 1972 but the description is limited to the north and west exterior elevations –

'Elaborate sham timber frame and stonework, 1878 by H Hall. 2 storeys and attic. 2 gabled jettied bays, recessed centre. Gable end tiled roofs, bargeboards to gables and finials. Heavy chimneys. Mullioned and transomed windows. Brick ground floor canted stone mullioned and transomed bay window to left. To right very large canted stone mullioned and transomed window carried up to 1st floor. 4 canted arched ornamented doorway to centre. 2 gables to Winchester Street, brick ground floor, similar fenestration.'

The building within the medieaval chequer that Cross Keys House forms the north west corner of was extensively altered to create the extant Cross Keys Shopping Centre. Two maps, one from 1967 and the second from 1974 **[Figures 4 & 5]**, show the extent of buildings that were demolished to make way for the development. In the 1974 Map, the footprint of Cross Keys House remains and the rest of the site is an open expanse other than a group of buildings to the north east corner of the chequer and the buildings fronting Queen Street, a number of which were also listed between 1952 and 1972.

The listed status of Cross Keys House and the buildings along Queen Street did not exempt the building from development in the 1970s. Modern conservation standards would perhaps question the approach and extent of development that was permitted during this period. Internal alterations to the structures of a number of buildings along Queen Street saw large areas of their structures rebuilt. For Cross Keys House, the entire 1878 structure was removed and a new structure with a flat mansard roof was inserted. Only the north and west elevations were retained. The large and dominating red brick central chimney stack shown in **Figures 2 & 3** was also removed. This work likely relates to application 74/0010 'Demolish chimney rebuild. Unit2.' Throughout the planning history, Cross Keys House appear to be referred to as 'Unit 2.'

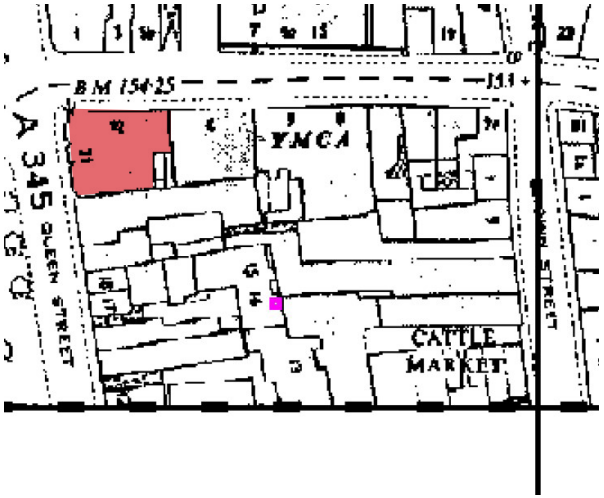


Figure 4 - 1967 Map (16/04504/LBC Heritage Statement)

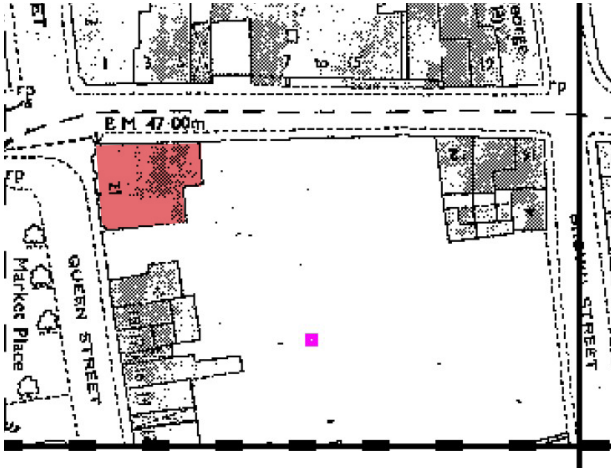


Figure 5 - 1974Map (16/04504/LBC Heritage Statement)

The floor levels of the new structure did not relate to the original floor levels and a somewhat brutal lateral division of the building was carried out. Where there was originally a ground floor, with a generous banking hall and first and second floor above, the new floor levels squeezed in an extra floor level. This gained additional space but meant that the new floor levels did not relate in any way to the historic floor levels and, therefore, do not relate to the fenestration in the retained north and west elevations. This arrangement is still extant today, with windows at floor and ceiling level, and some rooms with no openable windows or views out, as the windows are located at high level in bulk heads. The floor edges and bulkheads that form the 1970s structure are clearly visible from Queen Street and Winchester Street **[Figures 6 & 7]**.

Although the north and west elevations were retained, the elevations were also altered. A comparison of the extant elevations with the 1887 illustration and late 19th photograph shows what work has taken place. These alterations are also reflected in the planning history descriptions in Appendix III. To the west elevation, a door was inserted in the large, stone mullioned window (originally the banking hall) to provide access to the newly created separate retail unit. Small areas of stained glass remain to the west elevation but the stained glass mentioned in The Building News, 6th September 1878 has all been removed from the large bay window.

The north elevation has also been subject to change. As noted above, the large central chimney stack was removed. The historic images show an entrance or bay window with a balcony above and recess within the façade, located between the two gables. This feature has been entirely removed, the façade filled in flush with brick work and the adjacent stone mullioned window reused at a lower height, relating to the 1970s floor levels.

At ground level, the two north facing gables previously had a series of stone mullioned windows at street level. These have been removed and replaced in entirety by modern shop fonts.

Building Interior [Figure 8]

The building structure and interior is of entirely modern construction. No historic fabric from the original building has been retained or reused. The two units that are included as part of this application are located on the first floor and are subject to the disjointed



Figure 6 - North Elevation showing areas of the orginal facade that have been altered



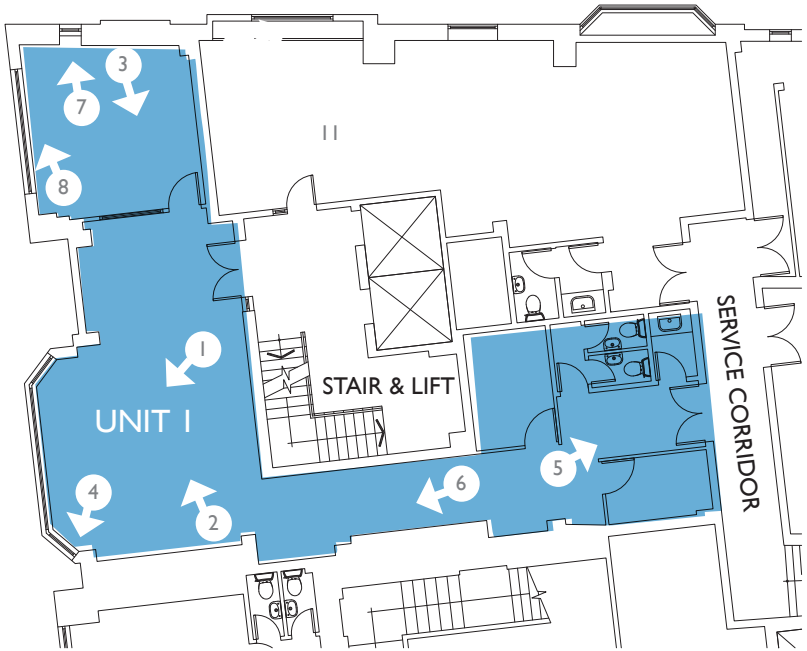
Figure 7 - West Elevation showing areas of the orginal facade that have been altered

relationship between the historic façade fenestration and the 1970s floor levels. More detail is included in section 3.

Unit 1

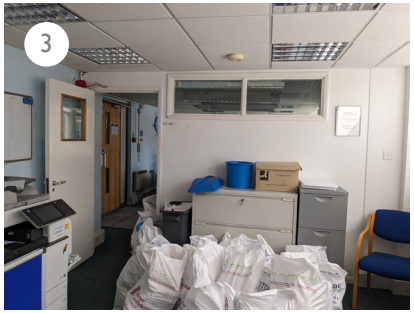
Unit 1 has been inserted within what would have been the banking hall and has part of the stone mullioned window overlooking the market square, which has a bulk head to the floor above. The window does not have any openable windows but has louvres to the top panels, which are modern (they would have replaced the historic stained glass). The unit continues to the north, with a long, thin corridor and a series of cellular spaces and there is a door to access the rear service corridor and carpark.

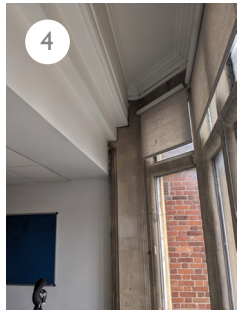
The north west room in Unit 1 has a small window at floor level (the lower level of this window serves the ground floor), a bulkhead from the ground floor shop and a bulkhead to the second floor, which creates a raised platform to the windows above. There are no sight lines out of any of these windows.

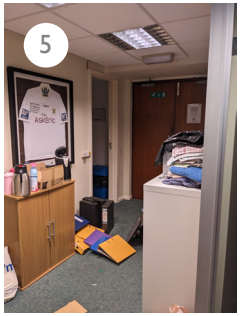


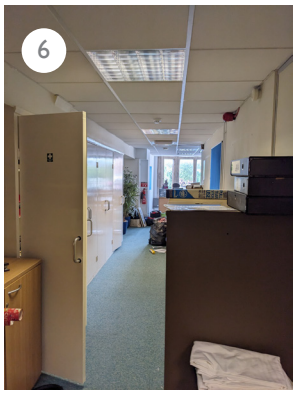














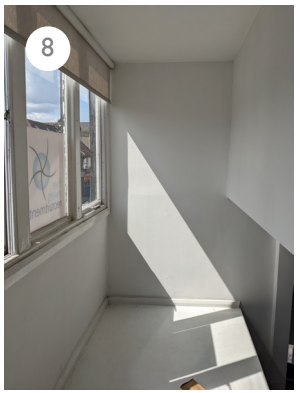


Figure 8 - Key Plan showing photograph locations

3. ASSESSMENT OF SIGNIFICANCE

This assessment has been drafted in response to the requirement of the National Planning Policy Framework to recognise that *'heritage assets are an irreplaceable resource, and should be conserved in a manner appropriate to their significance, so that they can be enjoyed for their contribution to the quality of life of existing and future generations.'* The NPPF defines significance as;

'The value of a heritage asset to this and future generations because of its heritage interest. That interest may be archaeological (potential to yield evidence about the past), architectural, artistic or historic. Significance derives not only from a heritage asset's physical presence, but also from its setting'.

The assessment takes into account a sliding scale of significance, reflecting as to what extent particular features contribute to the special architectural and historical interest of the listed building and conservation area setting. From this assessment, the potential impact of the proposed work can be established.

Cross Keys House also includes the second and third floors of numbers 17-20 Queen Street (no numbers 18-20 Queen Street). These buildings do not form part of the application scope and are separate buildings in terms of listing and build date. Therefore, as their fabric will not be directly affected, their interiors have not been included as part this assessment.

3.1 Cross Keys House

The original Cross Keys House was built in 1878-9 as Pickney's Bank and is perhaps best described by Pevsner; *'a flamboyant example of Victorian Domestic Revival.'* Despite its listed status, extensive work was carried out in the 1970s that retained the north and west elevations and completely replaced the interior with a new concrete frame. As a result, there is no historic plan form or fabric to the interior and the only areas of remaining historic fabric are located in the exterior elevations, which has inevitably considerably affected the significance of the listed building.

The 1970s floor levels mean that there is a disjointed relationship between the areas of the remaining historic facades and 1970s interiors. As such, the interior spaces of the buildings are considered to be of no significance, with some areas detracting from the significance of the listed building (noted below). This assessment focuses on the remaining areas of historic fabric, the interface of these elements with the 1970s structure and the contribution of the building to the setting of the conservation area and nearby listed buildings.

The buildings along Queen Street (including Cross Keys House) form a significant group in the conservation area setting as they demonstrate the western boundary of the Cross Keys chequer within the mediaeval grid and form the east elevation of the market square. Stylistically, they are varied and areas of facades have been rebuilt and a series of modern shop fronts have been inserted. Although not relevant to this assessment, internally, these buildings also have a number of historic interiors that pre-date the exteriors and are not necessarily discernible to the exterior. Very limited value is placed on the contribution of Cross Keys House to the Queen Street elevation fronting the Market Square in the *City of Salisbury Conservation Area Appraisal an Management Plan (2012),* where the only reference to the building is *'later faux timber-framing to buildings on Queen Street and Winchester Street corner.'*

Despite being altered since the 1970s, the exterior elevations of Cross Keys House make a positive contribution to the conservation area setting. In contrast to the fairly regular floor levels and fenestration to the majority of Queen Street, the large timber framed gables and stone mullioned windows to the west elevation of Cross Keys House breaks this pattern, creating a dominant terminus to Queen Street and a prominent building in the broader context of the Market Square. The varied composition of the west elevation, the principal façade of the bank, makes reference to the freer styles of the late 19th century that incorporated and adapted earlier historical styles. The original architectural features are very dominant, so despite more recent alterations, the overall presence and architectural intention of this elevation remains and makes a positive contribution to the Market Square setting and is therefore of a high significance.

When viewed from a closer proximity from Queen Street, the original facade is undermined by the junctions of where the 1970s floor levels and bulk heads meet the

original windows, creating a cluttered appearance. Blank bulkheads fill a number of the windows in the upper storeys, which emphasise the disjointed relationship between the historic façade and 1970s interior.

The 1970s structure undermines the original architectural intention of the building, which was characterised by the cavernous scale of the banking hall that was visible through the large stone mullioned window. The insertion of a door to the ground floor of the banking hall bay window has had a negative impact on the original façade of the bank. It undermines the original compositional hierarchy of the façade, which was characterised by the varied scales between the original entrance, the banking hall window and the two smaller stone mullioned windows. In addition, the removal of original features like the large central chimney stack and stained glass (albeit 3 panes remain) has had a detrimental effect on the significance of the building. Although these alterations involved the removal of original fabric, having a detrimental impact on the listed building, it is acknowledged that they enabled the conversion of the building for commercial use, arguably supporting its viable use.

The north elevation of Cross Keys House is more restrained in scale and detail and was intended to be a secondary elevation of the bank. The arrangement of two large timber framed gables with a central dormer is carried through from the west elevation and together with the tall, projecting brick chimney stack, they make a positive contribution to the setting and are of a high significance.

The original architectural intention of this elevation has been considerably undermined; where there was originally a single entrance at ground floor and tall, stone mullioned windows, there are now two modern shop units at ground floor. Above, the brickwork betwee the two gables has been rebuilt with a new window. The modern shop fronts have had neutral impact on the listed building and setting, neither contributing nor detracting. Although their insertion involved the removal of original fabric and their detail is somewhat heavy handed, the shop fronts have arguably supported the conversion of the building for commercial use.

4. PROPOSED ALTERATIONS

The proposed work includes the change of use of one unit within the first floor of Cross Keys House from commercial to residential. The proposed flat would sit within the footprint one existing commercial unit, with two entrances, one from Queen Street and one from the rear carpark.

The existing lightweight stud partitions would be removed and replaced with new lightweight stud partitions to form the bathroom, rear hall, kitchen. The internal boarding would be removed from the interior of the balcony window to bring more natural light into the living room. The remaining room would be a bedroom.

The stone mullioned windows would be repaired with traditional and conservation-led techniques and the modern louvered panels in the west facing bay window replaced with openable windows.

4.3 Sustainability

A considerable proportion of a building's carbon footprint is attributable to the manufacturing and transportation of building materials, in addition to its construction on site. Therefore, the adaption and reuse of existing buildings is one of the most sustainable approaches to creating new housing units, as an existing building already has an embodied energy that should be acknowledged as a resource. In the case of Cross Keys House, there is also a considerable embodied energy from the 1970s conversion, where a concrete frame was inserted behind the retained historic façade. Smallscale conversion would allow the continued use of the unit in place of more extensive internal alterations or wholesale demolition.

4.4 Access

Access to the proposed flat would remain unchanged; the existing staircase and lifts currently provides good access from Queen Street and this access would be retained. The level access from Queen Street would be retained, with flush entrances and access throughout. The flat would have a designated parking space in the carpark, with access from the east, with its own entrance from the rear service corridor.

5. IMPACT ASSESSMENT & CONCLUSION

The proposed work would not involve the removal of any of the remaining areas of historic fabric to the exterior elevations. Therefore, the proposed work would align with The Planning (Listed Buildings and Conservation Areas) Act 1990 as the character and appearance of the listed building, its setting and the conservation setting would be preserved. The proposed work would also accord with the strategic objectives of *The Wiltshire Core Strategy (2015-2026*), most pertinently *strategic objective 5: protecting and enhancing the natural, historic and built environment*, as the scheme would entail the sensitive reuse of a heritage asset whilst conserving the historic character of the building and *Core Policie 58* as the proposals would protect and conserve the historic environment and the character of the setting.

In accordance with the terminology of the National Planning Policy Framework, the proposed work would cause no harm to the listed building or its setting and is therefore considered to be acceptable.

Sources and Guidance

The Building News Digital Archive http://www.builderindex.org/?q=node/385
Wiltshire, The Buildings of Englandr p.77 & 604
Royal Commission for Historical Monuments in England, ancient and historical Monuments in the City of Salisbury, Wol. 1 (London, 1980)
Planning (Listed Buildings and Conservation Areas) Act 1990
The National Planning Policy Framework (updated 2021)
Historic England: Historic Environment Good Practice Advice in Planning (March 2015)
Historic England: Conservation Principles and Assessment (2008)
The Wiltshire Core Strategy (2015-2026)
City of Salisbury Conservation Area Appraisal an Management Plan (2012)

APPENDIX 1

Statutory List Descriptions

21, QUEEN STREET

QUEEN STREET 1. 1594 (East Side) No 21 SU 1430 SE 2/548 II GV 2. Elaborate sham timber frame and stonework, 1878 by H Hall. 2 storeys and attic. 2 gabled jettied bays, recessed centre. Gable end tiled roofs, bargeboards to gables and finials. Heavy chimneys. Mullioned and transomed windows. Brick ground floor canted stone mullioned and transomed bay window to left. To right very large canted stone mullioned and transomed window carried up to 1st floor. 4 canted arched ornamented doorway to centre. 2 gables to Winchester Street, brick ground floor, similar fenestration.

14, QUEEN STREET

SU 1430 SE 2/332 No 14 II* GV 2. C15 some alterations. 4 storeys gabled front tile hung on timber frame, 1st and 2nd floors oversailing, plastered on 1st floor. Old tile roof. One C18 flush framed window on 2nd and 3rd floors, no glazing bars. Canted C19 bay window, under overhang, on lst floor. Modern shop front. Considerable part of spiral wood stair remains, trussed roof. Formerly connected with Plume of Feathers Inn viz Nos 15 and 16.

15 AND 16, QUEEN STREET

QUEEN STREET 1. 1594 (East Side) Nos 15 & 16 SU 143O SE 2/332A 28.2.52. II* GV 2. Formerly part, of the Plume of Feathers Inn. Buildings round 4 sides of the former Inn yard. Front to street, next to No 17 qv. C15 with front of C18 painted mathematical tiles on timber frame structure. Moulded band cornice and plain parapet. 2 flush framed sashes, no glazing bars on 2nd floor and 2 modern rectangular bay windows on 1st floor. Modern shop and yard entry on ground floor. Over this west end street block a fine C15 4 bay roof structure arched braces, collars and tie beams, traces of timber frame below. The rear wing on north side of yard facing south, jettied upper floors, tile hung, frame of overhangs visible inside. C15 cusped headed doorway, 2 gable facing south partly obscured. Irregular altered fenestration. Structure is mainly C15. Early C19 extension to east. The eastern range of yard running north-south, much altered. 2 small gables with leaded lights. Old tile roof. Good rainwater head dated 1689. The rear wing on south side of yard, 3 storeys with overhang, modern sham timber framing covering original formerly open galleries. At the east end very fine and unusual open Jacobean staircase leading from the yard to former galleries.

17 AND 18, QUEEN STREET

QUEEN STREET 1. 1594 (East Side) Nos 17 & 18 SU 1430 SE 2/333 26.4.68 II* GV 2. Early C19 refronting of C16/C17 building with timber frame. 4 storeys red brick carried up tp parapet with moulded band dentil cornice under 3rd floor windows. Old tile roof. 2 tripartite flush moulded framed sashes to upper floors. Modern shop fronts ground floor. Earlier structure behind and Jacobean staircase from lst floor up.

20, QUEEN STREET, 19, QUEEN STREET

QUEEN STREET 1. 1594 (East Side) 26.4.68. No 19 28.2.52. No 20 SU 1430 SE 2/334 II* GV 2. Early to Mid C18. 3 storeys red brick, moulded brick string over 1st floor, moulded dentil brick cornice, brick parapet with stone coping swept up at corners. Gable end slate roof. 6 segmental headed windows with stucco keystones, altered glazing on 2nd floor. 6 similar flat arched windows, glazing bars intact on 1st floor. On ground floor No 19 has modern shop front but No 20 retains early C19 shop window 8 x 3 panes, pilaster frame, frieze and cornice. 6 panel house door to left, plain surround, panelled reveal cornice projecting. Marginal glazed shop door to right, similar frame. To rear of No 20 3 storey red brick wing contains magnificant oak staircase with panelled dados, open string fluted balusters, scrolled ends to treads. Quarter landings. Very fine enriched plaster ceiling, pilastered doorcase with pediment. Very fine 1st floor drawing room with original panelling plaster ceiling, pilastered fireplace, this part in No 19. Wing also has 2 other completely panelled rooms.

APPENDIX 2

Asset Heritage Consulting

Historical Background and Description

Every effort is made to provide detailed and accurate information. However, AHC Ltd. cannot be held responsible for errors or inaccuracies within this report

2.0 HISTORICAL BACKGROUND & DESCRIPTION

Historical Background

2.1 The historic core of Salisbury represents the remains of a planned medieval urban settlement, developed following the replacement of the 11th-century cathedral church at Old Sarum with a new cathedral at Salisbury in the early 13th century. The planned settlement of New Sarum was organized around a loose grid system (its regularity qualified by the incorporation of existing routes and the inclusion of water courses along the centre of most streets), with the resulting 'chequers' themselves divided into burgage plots.

2.2 With its medieval prosperity centred on the wool and cloth trades, the settlement rapidly grew to fill the planned street grid and by 1377 Salisbury was the sixth largest provincial city (it was granted its charter in 1227) in England.

2.3 Cross Keys chequer forms one of these medieval blocks, retaining its roughly-rectangular medieval proportions. Located on the eastern side of the market place, the chequer was likely one of the earlier parts of the city developed in the 13th century, although no buildings of that period survive here.

2.4 Indeed, of the existing buildings on the eastern side of the chequer, the earliest have their origins in the 14th century, with 8 Queen Street (listed at Grade II*) retaining the most material from this period. This building was largely owned by wool merchants throughout the 14th and 15th centuries, no doubt due to its proximity to the Guildhall and Wool Market, and many of the medieval dwellings in the chequer had occupants of a similarly mercantile occupation and standing (RCHME, 1980, 81-89).

2.5 Following a decline in the cloth industry, Salisbury saw a waning in its fortunes from the early 17th century until well into the 18th century; however, inns continued to prosper and it was at some point before 1635 that at least part of 15-16 Queen Street was converted from a wool merchant's house into the Plume of Feathers Inn.

2.6 In many cases, the medieval dwellings on Queen Street were refronted in the 18th century (e.g. Nos.15 & 16, Nos. 19 & 20), resulting in the loss of many of the earlier jetties.

2.7 Many of the medieval buildings ran backwards along the length of the original burgage plots but William Nash's 1716 plan of Salisbury suggests that the central portion of Cross Keys chequer still had an open character by the early 18th century; however, by at least the later part of the 19th century this was densely developed with a series of buildings (still largely following the arrangement of the medieval burgage plots) interspaced with small yards (see, for example, the 1880-81 1:500 scale OS town plan at **Fig.1**).

2.8 21 Queen Street (now Cross Keys House – Nos.21 & 22 Queen Street and 1A & 1B Winchester Street) was added in 1878-9 as Pinkney's Bank. There had been a tenement in this location in the early 15th century and an inn in the 17th century, although whatever may have remained of these buildings was demolished for the construction of the bank. The plot immediately to the east of this on Winchester Street was empty in the late 19th century (**Fig.1**) but was developed before 1901 (1:2500 scale OS map at **Fig.2**), although the existing building here (4 Winchester Street) dates from the 1970s.

2.9 Equally, Nos.11 & 12 Queen Street were constructed in the gap between Nos.14 & 10 Queen Street in the mid-19th century. A covered alley (visible in **Fig.1**) led to the yard at the rear giving access to 13 Queen Street, a 15th-century dwelling demolished in 1965. The Queen Street frontages of Nos.11 & 12 have since (especially in the case of No.11) been altered almost beyond recognition (see paragraph 2.39 below).

2.10 Cross Keys chequer underwent major redevelopment in the 1970s for the formation of the Cross Keys Shopping Centre. Although the open nature of the central portion of the site had already been lost by the 19th century, this major redevelopment replaced a series of yards and buildings with a single large shopping centre, with rooftop parking (**Figs.5-7**).

2.11 Many of the buildings on the northern (Winchester Street) and eastern (Brown Street) boundaries of the chequer were demolished for the erection of the shopping centre.

This included the demolition of the late 18th-/early 19th-century Nos.6 & 8 Winchester Street (labelled 'YMCA' on OS maps from 1925 onwards, e.g. **Fig.3**) for the formation of the existing Winchester Street entrance and the loss of the cattle market and corn stores on Brown Street for the erection of the large unit which now houses TK Maxx. The 19th-century shops/dwellings (Nos.14 & 16 Winchester Street) on the corner of Winchester Street and Brown Street were, however, retained.

2.12 Most significantly, large portions of the structures behind the façades of Nos.11-21 Queen Street (Nos.15-22 under the current numbering) were rebuilt. In the case of 21 Queen Street (now Cross Keys House – Nos.21 & 22 Queen Street and 1A & 1B Winchester Street), this was complete façadism involving the demolition in 1975 of the entire 19th-century structure except for the northern and western fronts (RCHME, 1980, 89), with the replacement structure including a flat, mansard roof running along Winchester Street and taking in much of the northern side of the chequer (4 Winchester Street).

2.13 Nos.17-20 (now Nos.18-20 Queen Street) received similar treatment in 1974. Indeed, a photograph of c.1950 (**Appendix 2**) shows that Nos.17 & 18 (now No.18) previously had a hipped roof behind its parapet, which was replaced with the existing concrete-framed mansard roof in the 1970s. This same concrete frame can be seen internally within the second floor of Nos.19-20 (**plate 1**), the main range of which was rebuilt at the same time.

2.14 At Nos. 15 & 16 the 'modern shop & yard entry' described in the list description (dated 1952, although, being somewhat fulsome for a list entry of that period, it was possibly informally amended when several of the other Queen Street buildings were listed in 1968; however, the description certainly pre-dates the 1970s' redevelopment) was replaced with the existing over-hanging canopy and fascia and wide thoroughfare entrance.

2.15 Part of this lost, simple shopfront can be seen in a photograph of c.1950 (**Appendix 2**), which also shows there was previously painted signage at the parapet level of this building.

2.16 Since the 1970s, the northern portion of Cross Keys chequer, including the entirety of the application site, has operated as a shopping mall with associated shop units to Queen Street and Winchester Street.

Description

2.17 The application site represents a complex arrangement incorporating a number of separate addresses. The application proposals affect the exterior of the Queen Street and Winchester Street frontages but internal changes are only proposed to the thoroughfare (and a modern shop unit) of the 1970s' shopping mall and parts of 21 Queen Street (now Cross Keys House – Nos.21 & 22 Queen Street and 1A & 1B Winchester Street) and the second floors of Nos.17-20 Queen Street (now 18-20 Queen Street) and 4 Winchester Street, and so the internal description will only cover these areas.

External Description

2.18 The application site comprises the northern portion of the medieval Cross Keys chequer. It is bounded on the south by the rear elevations and yards of the buildings of Milford Street. To the west, north, and east it is bounded by Queen Street, Winchester Street, and Brown Street respectively.

2.19 The eastern portion of the site was fully redeveloped in the 1970s and presents an inactive brick façade and vehicle entrance to Brown Street (**plates 2 & 3**).

2.20 To the north, the application site is a defining aspect of Winchester Street. On the southern side of Winchester Street, the corners of the chequer are still characterized by 19th-century buildings, Nos.14-16 Winchester Street to the east (**plate 4**) and Cross Keys House to the west, but the majority of this side of the road is made up of the 1970s' development.

2.21 Although clearly of its time and of no heritage significance in itself, the design of the Winchester Street frontage of this development does at least pay some regard to the

historic character and proportions of the chequer, unlike the monolithic design presented to Brown Street.

2.22 The Winchester Street frontage incorporates modern shopfronts at ground-floor level, providing an active frontage. Above, there is a single mansard roof running the length of the development but this sits behind a variety of plain parapets, eaves, and gables. Equally, the changing use of materials (plain render, brick, tile hanging), although not serving to demarcate individual units, does give a sense of variety to the first and second floors, giving the impression of traditionally-proportioned shops (**plates 5 & 6**).

2.23 This means that in longer views, the elevation does not appear out of proportion to the northern side of the street (**plate 7**). The northern side of the street retains more of its historic character, although shopfronts remain largely modern here (**plate 8**). Hanging signage is apparent on both sides of the road, although more so on the northern side of the road, which has more numerous, smaller commercial units.

2.24 The entrance to the Cross Keys Shopping Centre is represented by an overhanging canopy and fascia with simple modillions and pilasters. The canopy is unattractively topped with ball finials, a metal parapet with a punched, circular decorative motif, and an oversized central advertising panel (**plate 9**).

2.25 Nos.1A & 1B (Games Workshop and Create) form part of Cross Keys House (listed as 21 Queen Street) to the west. The decision to retain the façade of the 1878 building means that these read as good-quality late 19th-century shopfronts, with chamfered stone jambs and piers. This is an attractive elevation with moulded bargeboards and brackets to the gables and dormer and decorative timber-framing and pargetting to the outer first-floor bays; however the loss of the historic interior remains clear from the street, not only from the visual access into the modern ground-floor shops but due to the modern floor level cutting across the first-floor oriel window to the eastern bay (**plate 10**).

2.26 The historic character of the application site is largely relegated to its Queen Street frontage (with varying elements of the historic buildings retained behind these). This

frontage comprises the façades of the various shops that historically made up this part of the chequer.

2.27 The façades themselves date variously from the 18th to the 20th centuries and provide the street with the character of a varied mix of buildings. Parapet/eaves levels vary, giving the street an undulating character, further facilitated by the assortment of gables, parapets, and eaves. This sense of variety is heightened by a mix of materials along the street including brick, mathematical tiles, plain render, tile hanging, and timber.

2.28 Due to the physical separation provided by Queen Street itself, this frontage does not have as direct a relationship with Salisbury Market Place as the buildings on its western and southern sides (**plates 11 & 12**) but it does form an important element of the setting of this significant space (**plate 13**).

2.29 The elaborate 1878 façade of Cross Keys House (listed as 21 Queen Street) is also retained to the east (**plate 15**). Described as '*pretentious*' by Pevsner & Cherry (1975, 446), this takes in canted, ashlar-mullioned bays below and projecting decorative timbered ('*sham timbered*' – Ibid) gables with pargetting above. Testament to the loss and reconfiguration of the building behind, a later doorway has been inserted into the southern canted bay to give access to the self-contained ground-floor shop unit behind.

2.30 The central, projecting doorway (**plate 16**) has ashlar jambs supporting a four-centred arch with moulded spandrels. There is a modern, glazed doorway behind which clearly post-dates the rebuilding of the interior in the 1970s and might date from the mid-1980s (application S/1984/1692 – '*replace the entrance doors with armour plate doors*'). Sadly, the attractive timber balustrade above is in a poor state of repair.

2.31 Nos.17-20 Queen Street (now Nos.18-20) now comprise Allum & Sidaway and the Wildwood restaurant on the ground and first floors, with the second and third floors forming part of Cross Keys House (**plates 17 & 18**). Other than the modern shopfronts, Nos.19 & 20 retain much of the external character as described in their list description (**Appendix 1**), with the main discernible change being the modern

reconstruction of the entire roof, replacing a pitched, slate roof with the existing tiled 'mansard' (this has the appearance of a mansard but actually has a flat 'crown-pitched' roof). Reclaimed tiles appear to have been used on the Queen Street slope of the roof, with such tiles no doubt abundant during the course of the demolition work carried out in this area in the 1970s.

2.32 Although the existing dormers must post-date the 1970s' roof reconstruction, it is not clear if there were dormers in place on the pitched roof that was removed (and whether the existing dormers reuse any pre-1970s' material); the list description for Nos.19-20 does not mention dormers and, although they do not appear to be present on historic photographs (**Appendix 2**), this is not clear enough to be conclusive.

2.33 The clear reconstruction of the top portion of the building can be even better appreciated from the private carpark to the rear (**plates 19-21 & 27-28** – the historic roof of No.16 Queen Street, now the Cross Keys Restaurant has been at least partly retained behind the rebuilt mansard roof to Nos.17-18).

2.34 The roof of Nos.17 & 18 was rebuilt at the same time (e.g. **plates 27 & 28**) and its façade (now No.18 – **plate 18**) has been subject to a greater level of alteration, and seems to have at least been partially rebuilt. In particular, the third floor has been completely rebuilt; a photograph of c.1950 (**Appendix 2**) shows the windows on this floor with far lower sills than existing but there is no visible suggestion of infilling below the existing windows. Equally, note the use of queen closers on this floor but not the floors below. The dentil cornice described in the list description is no longer present, replaced with a plain band of render.

2.35 Considering the use of soldier course lintels throughout and the expansion joint between Nos.18 and 19, with the pier below this marking a single phase of construction, it seems probable that much of this façade was rebuilt in the 1970s.

2.36 To the south, the entrance to Plume of Feathers Yard is defined by the 18th-century frontage of the former Nos.15 & 16 Queen Street. The ground floor of this is modern, its brick piers dating from the 1970s, with an unattractive canopy and fascia matching that to Winchester Street described above (paragraph 2.24).

2.37 The 18th-century façade is retained on the first and second floor, defined by mathematical tiles laid in imitation of Flemish bond. Modern metal signage is fixed between the first and second floors. Projecting bay windows on the first floor (these read as oriels prior to the erection of the projecting signage below) were described as 'modern' in the list description (dated 1952 - they also lacked glazing bars in a photograph of c.1950 – **Appendix 2** - so the glazing has been replaced since then), which also notes the lack of glazing bars on the second-floor sashes, indicating that existing second-floor windows are later, albeit perfectly sympathetic, replacements (**plate 22**).

2.38 No.14 (Ryman – **plate 23**) has also been substantially altered since the 1950s (**Appendix 2**), presumably in the 1970s. The oriel window had a substantially lower sill, suggesting a lower internal first–floor level. Equally, since the 1950s, the jetty, which previously reached substantially lower (touching the top of the oriel and roughly level with the tops of the first-floor bay windows to No.15 & 16) has been raised and its roof replaced on a shallower pitch. The level of alteration is such that it is possible that the frontage has been largely replaced.

2.39 Nos.11 & 12 (Well Natural) retain little indication of the historic character externally, with modern frontages that have changed substantially since their listing (**plate 23**). No.11 reads as a modern tile-hung block. Notably, No.12, which historically presented its eaves to Queen Street now presents a gable. Fair-faced brick has been replaced with plain render. Flush glazing-bar sashes at first-floor level are not unsympathetic but post-date the recessed sashes with timber palmets in place in the 1950s (which were no doubt the original mid-19th-century windows). Modern metal casements above are unattractive.

2.40 Returning to Nos.15 & 16 Queen Street, the modern entrance here leads into Plume of Feathers Yard. This area now forms an attractive entrance to the shopping mall beyond but also retains much of historic character.

2.41 That being said, large areas of the buildings here, especially at ground-floor level, have clearly been renewed or rebuilt. Indeed, the first-floor timber framing to No.15 is actually 19th- or early 20th-century applied timber framing to enclose a previously-open gallery.

2.42 However, despite the level of alteration, the character of this space as a medieval inn yard remains readily traceable. The timber-framing (certainly more significant on No.16 to the north) and jetties on Nos.15 & 16 Queen Street remain the defining features of the space (**plates 24 & 25**), alongside the well-preserved Jacobean staircase to No.15 (**plate 26**).

2.43 The western and eastern ends of the space have been substantially altered by the introduction of the modern mall entrances. To the west this involved the reconfiguration of the historic courtyard entrance (**plate 24**) but to the east the ground floor of the gabled structure here has essentially been removed (**plate 25**).

2.44 To the rear, the upper portions of the buildings defining Plume of Feathers Yard (which do not exist as free-standing buildings) are accessible from the raised carpark that defines the interior of the site (**plates 27 & 28**).

Cross Keys Shopping Centre – Interior

2.45 Cross Keys Shopping Centre is entered from Plume of Feathers Yard to the east and Winchester Street to the north, with the main thoroughfare essentially tracing an L-shape. This is a modern space, largely open space with shop units accessed from it (e.g. **plate 29**). There is a central café stand, which is visible from Plume of Feathers Yard (**plate 30**).

Cross Keys House – Interior

2.46 In an act of façadism, the interior of the building listed as 21 Queen Street was completely rebuilt in the 1970s (RCHME, 1980, 89), leaving only the external façade in place, and reads as a series of modern office units internally. The 1970s' internal reconfiguration means that on the first floor 'Cross Keys House' also takes in much of the southern side of Winchester Street (as far as Subway) and on the second and third floors it now encompasses all of 4 Winchester Street and all of these floors of Nos.17-20 Queen Street (now Nos.18-20 Queen).

2.47 As a result of the 1970s' rebuilding, the internal spaces that make up Cross Keys House retain no historic fabric or character. Indeed, even the layout is entirely modern. There is a modern lift lobby with unattractive 'marble'-clad walling and a suspended ceiling (**plate 31**). The 1970s' staircase running the full height of the building is of no heritage significance but does have an attractive handrail and balusters (**plate 32**).

2.48 Otherwise, the interior reads as a modern office building with suspended ceiling tiles, modern doors, and floor coverings (and, indeed, the floors and walls themselves date from the 1970s) (**plates 33-39**).

2.49 Regarding the areas affected by the application proposals, on the second floor, 4 Winchester Street is organised as a series of offices. This part of the building dates entirely (including the exterior) from the 1970s. Above this, on the third floor, this range is a large open space with some partitioning (some demountable and some structural) along its southern side (**plates 40-42**). The 'rafters' of the concrete frame supporting the mansard roof are partially visible in this space.

2.50 The third floor of Nos.17-20 Queen Street (now Nos.18-20 Queen) is similarly open, with some subdivision for lavatories and a kitchen at its southern end (**plates 1 & 43**). Again, the 1970s' rebuilding of this upper portion of the building is emphasised by the visible elements of the concrete frame.

2.51 Sash windows on the western side of this space (representing the dormers visible externally) are sympathetic, horned, three-over-six, glazing-bar sashes to Nos.19 & 20 (**plate 44**) and tripartite, plate-glass, horned sashes to Nos.17 & 18 (now No.18) (**plate 45**). Of course, these windows must post-date the 1970s' reconstruction of the upper portion of the building, although it is conceivable that they may contain reused material (more likely in the case of Nos.17 & 18, as it is not clear that Nos.19 & 20 even had dormers prior to the 1970s – see paragraph 2.32 above).