

# Public Document Pack

## NOTICE OF MEETING

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# ACCESS ADVISORY FORUM

will meet on

**MONDAY, 26TH NOVEMBER, 2018**

**At 11.00 am**

in the

**COUNCIL CHAMBER - TOWN HALL, MAIDENHEAD**

TO: MEMBERS OF THE ACCESS ADVISORY FORUM

ANGELA CLARK (CHAIRMAN), LISA HUGHES (VICE-CHAIRMAN), SHARON CARRIGAN, TIM CLARE, PETER HALEY, LIZ KELSALL, DOMINIC MANLEY, ROBIN PEMBERTON, CLAIRE WATSON, DEAN YORKE, COUNCILLORS CHARLES HOLLINGSWORTH AND PHILIP LOVE

### SUBSTITUTE MEMBERS

COUNCILLORS SAYONARA LUXTON AND WISDOM DA COSTA

Karen Shepherd – Service Lead-Governance - Democratic Services – Issued: Friday 16 November 2018

Members of the Press and Public are welcome to attend Part I of this meeting. The agenda is available on the Council's web site at [www.rbwm.gov.uk](http://www.rbwm.gov.uk) or contact the Panel Administrator **Shilpa Manek on 01628 796310**

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## AGENDA

### PART I

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>																														
1.	<p><u>APOLOGIES FOR ABSENCE</u></p> <p>To receive any Apologies for Absence.</p>																															
2.	<p><u>CHAIRMAN'S INTRODUCTION</u></p> <p>The Chairman welcomes all to Forum.</p>																															
3.	<p><u>MINUTES OF THE LAST MEETING</u></p> <p>To agree the minutes of the last Forum.</p>	5 - 12																														
4.	<p><u>MATTERS ARISING</u></p> <table border="1"><tbody><tr><td style="text-align: center;">4.1</td><td>Maidenhead Town Centre Regeneration – Written Update</td><td>Barbara Richardson</td></tr><tr><td style="text-align: center;">4.2</td><td>Planning Applications</td><td>Lisa Hughes</td></tr><tr><td style="text-align: center;">4.3</td><td>St Marks/Courthouse Road Junction Update</td><td>Members</td></tr><tr><td style="text-align: center;">4.4</td><td>Taxi Licensing Update</td><td>Greg Nelson</td></tr><tr><td style="text-align: center;">4.5</td><td>Leisure Centres Updates – Braywick &amp; Oaks</td><td>Kevin Mist</td></tr><tr><td style="text-align: center;">4.6</td><td>Library Access Policy</td><td>Angela Gallagher</td></tr><tr><td style="text-align: center;">4.7</td><td>Raising the profile of AAF</td><td>Rachel Kinniburgh Shilpa Manek</td></tr><tr><td style="text-align: center;">4.8</td><td>Equality Objectives – Mid-Year progress review</td><td>Rachel Kinniburgh</td></tr><tr><td style="text-align: center;">4.9</td><td>Using direct payments to employ PA</td><td>Vernon Nosal</td></tr><tr><td style="text-align: center;">4.10</td><td>Update on letter to Cabinet in relation to Windsor Guildhall access and public meetings.</td><td>Lisa Hughes Russel O'Keefe</td></tr></tbody></table>	4.1	Maidenhead Town Centre Regeneration – Written Update	Barbara Richardson	4.2	Planning Applications	Lisa Hughes	4.3	St Marks/Courthouse Road Junction Update	Members	4.4	Taxi Licensing Update	Greg Nelson	4.5	Leisure Centres Updates – Braywick & Oaks	Kevin Mist	4.6	Library Access Policy	Angela Gallagher	4.7	Raising the profile of AAF	Rachel Kinniburgh Shilpa Manek	4.8	Equality Objectives – Mid-Year progress review	Rachel Kinniburgh	4.9	Using direct payments to employ PA	Vernon Nosal	4.10	Update on letter to Cabinet in relation to Windsor Guildhall access and public meetings.	Lisa Hughes Russel O'Keefe	13 - 22
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5.	<p><u>ITEMS</u></p> <table border="1"><tbody><tr><td style="text-align: center;">5.1</td><td>Housing Policy for people of all ages</td><td>Russell O'Keefe Ashley Smith</td></tr><tr><td style="text-align: center;">5.2</td><td>Pinkneys Green proposed polling station</td><td>Lisa Hughes</td></tr></tbody></table>	5.1	Housing Policy for people of all ages	Russell O'Keefe Ashley Smith	5.2	Pinkneys Green proposed polling station	Lisa Hughes																									
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6.	<p><u>DATE OF THE NEXT MEETING</u></p> <p>Forum Members to note the date of the next Forum was to be 25 March 2018.</p>																															





# Agenda Item 3

## ACCESS ADVISORY FORUM

MONDAY, 10 SEPTEMBER 2018

PRESENT: Lisa Hughes (Vice Chairman), Sharon Carrigan, Tim Clare, Peter Haley, Dominic Manley, Councillor Philip Love, Liz Kelsall, Claire Watson, Robin Pemberton and Dean Yorke

Officers: Rachel Kinniburgh, Shilpa Manek and Barbara Richardson

### APOLOGIES FOR ABSENCE

Apologies were received from Angela Clark, Greg Nelson and Councillor Charles Hollingsworth.

### CHAIRMAN'S INTRODUCTION

Lisa Hughes, the Vice Chairman was chairing the Forum. Lisa Hughes welcomed the new Members to the Forum, these included Rachel Kinniburgh, RBWM Strategy Office, Claire Watcon, Picip and Dean Yorke, Maidenhead Community Centre.

Lisa Hughes informed the Forum that since the last Forum, the Chairman and Vice Chairman had carried out work in the following areas:

- Analysis of Maidenhead Blue Badge Parking survey responses
- Participation in the Planning Inspector's hearing of the Borough Local Plan
- Attending the July Licensing Panel
- Meetings with Mencap Windsor (thank you to Liz for the introduction) Alzheimer Dementia Support, RBWM Senior Media Officer and the practice managers of Claremont and Cedars surgeries plus contact with Mencap Maidenhead and RNIB

Lisa Hughes informed the Forum of relevant news from the Government/Parliament. This included:

- The Government is currently drafting guidance for local authorities on planning for the housing needs of older and disabled people. This is expected to be published imminently
- The government's Inclusive Transport Strategy was published in July and includes
  - The government's actions for achieving equal access to transport for disabled people
  - A clear programme of monitoring and evaluation
  - A new governance framework for accountability
- The Women & Equalities Committee has an inquiry on the enforcement of the Equality Act and is inviting written responses before 5<sup>th</sup> October

### MINUTES OF THE LAST MEETING

The minutes of the meeting on 11 June 2018 were Unanimously Agreed. This was proposed by Liz Kelsall and seconded by Peter Haley.

### MATTERS ARISING

#### **4.1 Maidenhead Town Centre Regeneration**

Barbara Richardson, Managing Director, RBWM Property Company Ltd, updated the Forum on the Maidenhead Town Centre Regeneration. Barbara Richardson informed the Forum of the following points:

- Several surface car parks would be removed and re-provided as permanent car parking somewhere else. The existing car parking would increase.
- The four key sites included York Road, West Street, St Clouds Way and Reform Road. The order of work had changed and the York Road application had been submitted at the end of May 2018 and was due to be heard at the 26 September 2018 planning committee. The town hall car park would be lost early on but there would be several temporary car parks. The staff parking would be moved to another temporary car park and the team were also trying to move season ticket holders from the Hines Meadow car park to Stafferton Way car park to make more parking close to the town centre for shoppers and visitors to Maidenhead. This would all begin next month if the planning consent was given at the September planning committee. There would be eleven hundred more car parking spaces than now on completion of the project. Five percent spaces were allocated for blue badge spaces and this had been included in the planning application. The Nicolson's car park currently had 734 spaces but on being demolished and rebuilt, there would be 1333 spaces. This report was due to be presented to Cabinet in September 2018, once it had been approved, an application would be submitted and tender would go out for a contractor.
- Discussions had taken place with ShopMobility and it had been agreed that it would move to West Street before any demolition began, this was council controlled land so there would be no changes. There would be a disabled WC on the new ShopMobility site. The visitor/disabled car parking around the town hall would remain for now and blue badge parking would be moved to the Members car park. Barbara Richardson was asked if the toilet at ShopMobility would be a Changing Places toilet and she agreed to check and report back to the Forum.

**ACTION: Barbara Richardson to check if toilet at ShopMobility would be a Changing Places facility.**

The Vice Chairman, Lisa Hughes asked if there would be any blue badge parking at West St and was informed that there were currently 59 spaces at West Street car park and after all amendments had been made for ShopMobility, it would most probably be a blue badge car park only. The Forum highlighted that the route from West Street car park to the High Street had no dropped kerbs, has a steep gradient near the pedestrian underpass and the lighting was very poor making people feel vulnerable. Peter Haley informed the Forum that a site visit of West Street car park had been carried out and agreed that the kerbs were not dropped and the pavements were not wide enough. ShopMobility would direct people to the top of West Street or through Marks and Spencer. Peter Haley was still awaiting the plans. Barbara Richardson was also concerned about the delivery lorries parking on the pavements but was in consultation with the current businesses.

- Lisa Hughes inquired about St Clouds Way and the medical centre on that site. Angela Clark and Lisa Hughes had visited the medical centre and had been informed that it was a vast medical centre with two GP practices serving 24,000 patients, a dentist and a pharmacy on site. It had 60 staff on site, call 3 or 4 ambulances to site per day and would see an average of a hundred patients per half hour. There was a concern about disruption to staff and patients during the Magnet redevelopment. The centre was expecting an increase of 6,000 patients and further staff in future years. Patients at the centre often needed to use the public Magnet Centre car park as the medical centre parking was insufficient. There was a concern that after

redeveloping the Magnet site this overspill parking would be lost. Also the existing medical practices do not have capacity, in their current buildings, to take on 6,000 additional patients. Barbara Richardson informed the Forum that discussions were already ongoing with the medical centre practice managers and the CCG. One issue was that the NHS plans on current population figures and not on future growth. There was also an issue with different ownership structures at the two GP practices and this was now down to them to resolve. A lot of guidance had been provided to the GP Practice Managers for their discussions. Suggestions have also been made for staff to park in Hines Meadow car park so that the current staff car park could be used for patients.

- Dominic Manley requested a schedule summary of all the works going on in the town centre. Barbara Richardson would provide a car parking schedule to all.

**ACTION: Barbara Richardson to provide a public parking schedule to Forum Members Quarterly.**

Councillor Love invited Forum Members to the Maidenhead Town Forum Meeting in October. The date would be circulated to all Forum Members.

**ACTION: Clerk to circulate Maidenhead Town Forum date of next meeting to all Forum Members.**

Barbara Richardson informed Forum Members about the public exhibition, on 21<sup>st</sup> and 22<sup>nd</sup> September, for the new Broadway car park in the Nicholson's centre.

Liz Kelsall inquired about accessible / supported housing, it had raised a lot in social media. There was some projection of figures of young people coming through who would like to be able to have independent living in the borough. Barbara Richardson informed the Forum that there was a level of 30 per cent across all sites of affordable housing. In addition, other council land was being looked at as well as three small projects for affordable housing. Barbara Richardson informed the Forum that if the borough needed assisted living accommodation, she would find it. The Forum agreed that it needed to lobby the lead members.

**ACTION: Forum to lobby Lead Members for assisted living accommodation**

#### **4.2 Windsor Guildhall access & public meetings there**

Barbara Richardson informed the Forum that to make physical changes to the Guildhall would be difficult due to the heritage of the building and because it was a listed building. The redevelopment of York House was currently ongoing, on completion, it would be accessible and public meetings could be held there. The completion of York House was due December 2018 and was on track, this would only be the shell and then it would take until March 2019 to fully fit-out ready for use.

Lisa Hughes read out the update on the Guildhall Public Meetings from RBWM. It read that the Interim Head of Law and Governance attended the last meeting of the forum in June 2018 to discuss the issue of access in relation to Council Meetings.

Since that time, the council's position remained that council meetings would continue to be held at various venues across the borough, including the Guildhall, Windsor.

Access issues would be addressed, including potentially changing a meeting venue, when the council was notified that a public speaker or attendee had access issues that would not be accommodated by the meeting venue in question. Since the last update in June 2018 no such issues had arisen in relation to access at council meetings.

The Forum felt that it was an unacceptable response and would write to the Cabinet and the Managing Director. They felt it did not satisfy the Equality Act, Public Sector Equality Duty, Council Constitution or the Inclusion Charter, which the Cabinet were due to sign at Cabinet in September 2018. This was proposed by Lisa Hughes and seconded by Liz Kelsall.

**ACTION: Forum to write to Cabinet about inaccessibility to the Guildhall for public meetings.**

Tim Clare highlighted that access to weddings and other functions is also an issue. The venue was not fit for purpose and could be improved. Lisa Hughes added that an access audit by expert consultants had been carried out already which concluded with recommendations for Guildhall improvements. The Forum felt that it would be advantageous for the borough to have access to the Guildhall for all.

#### **4.3 AAF and Planning Applications**

Lisa Hughes informed the Forum that between June and August 2018, she had scrutinised 139 planning applications in detail and responses were sent to RBWM Planning regarding 18 of those applications. Lisa Hughes informed the Forum that discussions with Alzheimer Dementia Support and RNIB were to help in a better understanding of the inclusive design features in the built environment that benefit people with visual or cognitive impairments so that when planning applications are scrutinised, we can bear those features in mind.

#### **4.4 St Marks/Courthouse Road Junction**

Lisa Hughes read out the update on the St Marks/Courthouse Road Junction. The update was as follows:

Dear

All

I have been asked to progress the proposal to install traffic signals at the junction of St Mark's Road with Courthouse Road in Maidenhead. I have been passed a preliminary site layout drawing which was completed by a consultant. I will be working this up into a more detailed design for further approval.

I will also be overseeing traffic modelling of the proposal. We will undertake traffic counts at the junction to provide data for the assessment. We have to complete these surveys during school term time to ensure the data is robust. I have scheduled these counts to take place from 6th September until 11th September. The data will then need to be analysed which will take approximately a week. We can then use the data to complete the traffic modelling and produce a summary report which will take a further two weeks.

The modelling will involve an assessment of the existing junction's operation (with no traffic signals) and the proposed junction's operation (with traffic signals). The summary report will provide an assessment of the detailed design and the results of the traffic modelling. The traffic modelling will provide a good indication of the impact of installing traffic signals. The process will assess the level of queuing and overall capacity of the existing and proposed junctions. The report will also include details of estimated costs and timescales for implementation of the scheme. I will have the detailed design and report complete and will circulate it for consideration during the first week of October. If possible I will get this completed sooner however I am somewhat limited by the requirement for term time traffic surveys and the length of time the necessary work will take to complete once the count data has been gathered. In the meantime if you require any further information please do not hesitate to contact me.

The Forum were very pleased to finally see some progress.



#### **4.5 Raising the profile of AAF**

The clerk informed the Forum that the leaflet that had been handed out had finally been agreed with the Communications Team. If Forum members were content, it would be sent for print. The Forum suggested that further icons be added, especially one for mental health. It was also suggested that the wording be amended.

**ACTION: Clerk and Rachel Kinniburgh to liaise with RBWM Marketing over the suggested Forum amendments and circulate for comment the final version before sending for print.**

The Forum also had a discussion about the emails that were being sent to democratic services from residents with concerns about access issues. The concerns were around GDPR and sharing sensitive personal information. It was agreed with the Forum that respondents be advised that their personal information sent to democratic services would be shared with council staff and the Access Advisory Forum. It was agreed that the statistics relating to types of enquiries be a standard agenda item at each meeting to inform the Forum of what concerns residents have. Further work needed to be done for getting consent from the resident to share their information.

**ACTION: Rachel Kinniburgh & Shilpa Manek to look into this further and report back at the next Forum.**

#### **4.6 Taxi Licensing Update**

Lisa Hughes read out Greg Nelson's email. The timetable of completing all actions by February 2019 was at risk due to staff sickness. The Forum were disappointed that it was taking so long but were very happy that RBWM had adopted the clauses of the Equality Act.

**ACTION: Lisa Hughes to contact Greg Nelson outside the meeting to discuss this issue further.**

#### **4.7 Leisure Centres Update: Braywick/Oaks**

Lisa Hughes informed the Forum of the update that Kevin Mist had provided for both of the leisure centres. They were as follows:

##### **Braywick Leisure Centre**

There would be a three month delay due to the archaeology and asbestos finds. The expected completion date was now around Easter 2020. There would be no scaling back in budget or cost as an additional budget had been allocated for the additional work.

##### **Oaks Leisure Centre**

The design features of Oaks Leisure Centre would be similar to the Braywick Leisure Centre with pool lifts and stairs as well as a Changing Places. The team were using all the lessons learnt from Braywick Leisure Centre at the Oaks Leisure Centre. The team were hoping to submit a planning application for Oaks Leisure Centre in winter 2018/2019 and start building work at Easter/early summer 2019 dependent on the planning application success and budget approval. Robin Pemberton asked if there was an access statement for the leisure centres and if the Forum had seen these. Lisa Hughes reassured the Forum that she had had several meetings with Kevin Mist and she was content with the Design & Access Statement.

#### **ITEMS**

##### **5.1 RBWM Officer Introduction**

Rachel Kinniburgh introduced herself to the Forum. Rachel Kinniburgh would now be the liaison officer between the Forum and the Council. Rachel Kinniburgh would liaise with officers

for updates, reports and information. The Agenda would be set with Rachel Kinniburgh and Rachel would be present at all Forums. Rachel Kinniburgh could be contacted on [Rachel.kinniburgh@rbwm.gov.uk](mailto:Rachel.kinniburgh@rbwm.gov.uk)

## **5.2 Borough Local Plan: Hearings**

Lisa Hughes informed the Forum that the Chairman and the Vice Chairman had been invited to participate on the first day of the Planning Inspectorates hearing of the Borough Local Plan at the end of June.

The session examined the Legal Soundness and Compliance of the submitted plan and heard representations from senior RBWM officers and legal advisors plus as well as parties such as parish councils, neighbourhood planning groups, landowners and the AAF.

The AAF communicated the following points to the Planning Inspector:

- The current numbers of residents with disabilities and forecast in 2033;
- The disconnect between the number of residents with disabilities and proposed level of accessible housing in the BLP;
- The lack of AAF involvement in the development of the BLP;
- Concerns about whether the amount of accessible housing proposed in Housing Policy HO2 was supported by robust evidence (as required);
- The drastic change in accessible housing proposed in policy HO2 between the version of the BLP produced in Dec 2016 and that in June 2017-
  - The Dec 2016 version included 5% of fully wheelchair accessible homes so by inference all homes to be habitable by PwD;
  - In the June 2017 version this had been changed (with no explanation) to 5% of homes to be habitable by PwD.

The Planning Inspector informed invitees that specific policies within the BLP would be examined in detail at the next set of hearings which were initially proposed to take place in September or October, after she had considered the answers and information provided by RBWM to her questions arising from the June hearings.

As Forum members may be aware the RBWM Planning advised the Planning Inspector that they would miss the 17<sup>th</sup> August deadline of responding to her questions. They expect to be able to respond by the end of October. This has a knock-on effect on the next stage of hearings.

The Forum discussed planning guidance about accessible housing and whether assisted living had been discussed or considered.

## **5.3 Using Direct Payments to employ a PA**

The clerk had circulated information provided by Vernon Nosal in June 2018. If any The clerk had circulated information provided by Vernon Nosal in June 2018. If any members had any questions, could they send them to Lisa Hughes and Angela Clark by 30 September 2018. The questions would be collated and sent to Vernon Nosal and he would be invited to the next Forum.

Angela Clark had a question about who would replace NuWay as RBWM had stopped contracting with them. They had acted as intermediaries for PAs and clients, checking skills and DBS, registry with HMRC.

AOB

Tim Clare informed the Forum that the barriers put in at Riverside car park in Windsor had now been removed.

Robin Pemberton shared the details of MobiLoo, a vehicle for change – 0300 030 1255, [www.mobiloo.org.uk](http://www.mobiloo.org.uk)

There was a Daily Living Event in the Town Hall on Wednesday 12 September 2018. This event was open to all

DATE OF THE NEXT MEETING

The Forum Members noted the date of the next Forum as 26 November 2018.

The meeting, which began at 11.00 am, finished at 1.00 pm

CHAIRMAN.....

DATE.....

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## Royal Borough of Windsor and Maidenhead A1 Library and Resident Services (L&RS)

### POLICIES AND STANDARDS

A1

# ACCESS POLICY

This policy is applicable to Royal Borough of Windsor and Maidenhead Library & Resident Service

#### DOCUMENT CONTROL

<b>Managed by:</b> Angela Gallacher	<b>Responsible position:</b> Library and Resident Contact Lead	<b>Version:</b> 7
<b>Contact person:</b> Angela Gallacher	<b>To be Approved by:</b> Lead Member for Culture, Communities, Business and Resident Services, Leisure, Culture & Libraries Overview and Scrutiny Panel, Corporate Overview and Scrutiny Panel, CLT	<b>Date approved:</b>
<b>Contact number:</b> 01628 685641	<b>Next review date:</b> 2021	<b>Status:</b> Draft

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### REVISION RECORD

Date	Version	Revision description
May 2002	1	Issued
Oct 2005	2	Reviewed
Aug 2013	3	Reviewed
Nov 2013	4	Reviewed
Mar 2014	5	Reviewed
May 2016	6	Reviewed
Dec 2018	7	Reviewed

## **1. TITLE**

Library and Resident Service Access Policy

## **2. POLICY STATEMENT**

As a library authority, the Royal Borough of Windsor and Maidenhead has a statutory duty under the 1964 Public Libraries and Museums Act to provide a public library service and to ensure that it is comprehensive and efficient. "It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof..."

<https://www.legislation.gov.uk/ukpga/1964/75>

## **3. PURPOSE**

This policy covers all aspects of accessibility to the Library and Resident Service including location, opening hours, ICT, physical access, furniture and equipment, stock and services, access to staff and adequate space; and sets the standards against which individual users and communities can measure their needs, rights and expectations.

## **4. SCOPE**

### **4.1 Location policy**

Currently the 12 fixed site libraries and container service cover all the main centres of population in the Borough with the exception of the outlying villages in the Hurley & Walthams wards. The Mobile Library Service visits around 100 sites including residential settings. In addition volunteers deliver a housebound service to elderly or disabled people and can also do so to young carers who might find it hard to get to a library.

The appropriateness of the mobile library routes are regularly reviewed to ensure that all rural populations are provided with access to library facilities.

## **5. OBJECTIVE**

### **5.1. Location standards**

- 100% of households to be within two miles of a public library
- 88% of households to be within one mile of a public library
- Communities with up to 1,000 people to be served at least by a mobile library
- All mobile routes to be reviewed annually

## 5.2. Opening hours standards

- Aggregate opening hours per 1000 population for all libraries to be 128. Proportion of aggregate opening hours that fall at weekends or outside 9am to 5pm on weekdays established at 30%.
- Communities with populations between 1,000 and 2,000 to be served by statutory container libraries or static libraries open from 8 - 20 hours a week.
- Communities with populations between 2,000 and 5,000 to be served by statutory static libraries open from 20 – 30 hours a week.
- Communities with a population of 5,000 or more to be served by a statutory library and service hub open not less than 30 hours per week.
- Communities with a catchment area of more than 40,000 resident population to be served by a statutory central library and service hub open not less than 45 hours a week.
- Proportion of planned time that service points were not available to visitors because of emergency closure of central and branch libraries and proportion of planned time that mobile service points were not available to visitors because mobile library visits/stops were missed or cancelled to be monitored.
- Opening hours to be reviewed every two years to ensure a comprehensive and efficient library service and consider usage, issues and effective provision.

## 5.3. ICT standards

- 100% of static service points open more than 10 hours a week to have access to electronic resources, public PCs and wifi.
- All libraries to have appropriate hardware and software to enable access for disabled users and currency of accessibility hardware and software to be reviewed every two years.
- The ability for customers to print, scan and photocopy should be included in the ICT provision.

## 5.4. Physical access standards

- Parking areas are required at all libraries with reserved parking for library users and mother and child/disabled parking to be incorporated where possible.
- Street guiding is required for ease of locating all library buildings. Ideally this will be from town/village centres/local transport links
- Adequate signing for all library buildings, well placed and well lit with clear script and contrasting colours and background to include opening hours information.
- Level access from the approaches and within the demise of the library to allow free and unobstructed passage for wheelchairs and pushchairs
- Entrance access to be ramped with rails where appropriate; steps where provided to be low and deep with the edges highlighted and handrails to be provided.
- Doors should be automatic and main entrance doors should be double doors or wide enough for double pushchair or wheelchair access. They should be glazed or partially glazed especially if outward opening. Spring closures should be avoided where possible and only delayed action type should be used. Minimum pressure should be required to open and close any manual doors and thresholds should allow unassisted access by wheelchairs.
- Lobbies inside an entrance door should provide sufficient turning space for wheelchairs and pushchairs and any mats should fit into a well and be flush with the floor.



- Lifts should be provided in all buildings where there is more than one floor level and should allow independent use by wheelchair users. Sufficient turning space and mirrors for reverse exits must be allowed where it is not possible to turn in the lift or dual doors are not feasible.
- Corridors and passageways should be sufficiently wide to allow wheelchair access and where possible to allow pedestrian passing of wheelchairs. Seats or perching areas should be provided if the corridor is longer than 10 metres
- Non-slip flooring should be used in all areas with carpeting in public areas unless there is a wet play provision for the children's section when suitable linoleum or equivalent should be used. Short pile carpeting should always be used with anti-static properties.
- Lighting design should allow as much natural light as possible and where artificial lighting is used it should be to a level of 300-500 lux. Lighting should be positioned to avoid shadows falling on shelves or dazzling customers when browsing, and glare on ICT equipment from all sources is to be avoided. Areas of poor natural light should be given types of lighting that mimic natural light where possible. Poorly lit areas should have large areas of wall covered in light, reflective colours and ceilings should be covered in light, reflective colours to maximise the light available.
- At least one ICT space per static library should be large enough to accommodate a user plus carer

## 5.5. Furniture and equipment standards

- There should be access for wheelchair users both as visitors and staff.
- There should be no shadowed areas, which impedes lip reading, and hearing loops should be included.
- Internal signs should be of a professional standard with no hand written notices, and in the 'house' style. They should have contrasting lettering and backgrounds in lower case. They should be at eye level with easy access for close viewing and glare should be minimised. A clear plan of the building, stock and services should be prominently displayed and symbols should be used where possible.
- Equipment must be safely housed at an appropriate height with no trailing wires. Reading tables should be provided to suit the height of the chairs provided whilst being appropriate for wheelchair users. Wheelchair spaces [900mm x 1400mm] should be allowed for at tables and PC's. A variety of seats should be provided at a range of heights with and without arm rests and they must be stable, clean and in good repair. Suitable seating should be provided for ICT use in the appropriate areas. Perching seats should be available where people may have to wait, and where there are separate floors additional seating should be provided.
- Shelving should be no higher than 1500mm from floor level and no lower than 250mm from floor level, especially for Large Print stock, with the exception of the children's area. Here shelves should be no higher than 1200mm from floor level for older children, 600mm for under 5's and no lower than 250mm from floor level. There should be space around shelving and desks sufficient to allow wheelchair and pushchair access, with no protruding feet into the aisles. Where format is appropriate A/V stock should be displayed on shelving as above. Some formats may need to be shelved on tiered display units, in such cases the maximum / minimum heights should be as for books but the 'rake' of the shelving from front to back should be no more than 600mm.
- WC facilities, where provided, should be accessible to all and this should include provision for assisted transfers and emergency help. Nappy changing facilities should be provided with access for men and women. Sanitary disposal provision should be made in the ladies WC

where there are separate facilities or near the nappy changing facilities where there is only one WC.

## **5.6. Staffing standards**

- The training plan will include customer care and related training on an ongoing basis to ensure that new and existing members of staff have the skills they need.
- Disability awareness training will also be made available for staff

## **5.7. Space standard**

- The net floor space in square metre per 1,000 population of the library buildings to which the general public shall have access to shall be at least 23 square metres per 1,000 population, subject to an absolute minimum of 200 square metres.

## **6. POLICY DETAILS**

### **6.1. Opening hours policy**

- Length of opening hours are dependent on the size of the library and are intended to reflect local needs and interests whilst maintaining the widest possible access by the whole community. Currently libraries open across 7 days per week and only close on bank holidays.
- Opening hours are reviewed on a regular basis to ensure that they continue to meet the needs of the community. Library closures for whatever reason should be kept to a minimum, as should cancellation of mobile library visits/stops.
- The call centre also open across 7 days per week, only closing on Bank Holidays. Opening hours are reviewed regularly to ensure they meet the needs of residents.

### **6.2. ICT access policy**

- Access to ICT is fundamental in promoting equal opportunities of access to information and services. Libraries should be a major vehicle for providing affordable access to ICT.
- One of the main aims of the Library Service's ICT strategy is to increase access for customers and staff to information and services through the use of ICT and to bridge the gap between the information rich and the information poor. Public Internet use in all borough libraries is governed by the Public Internet Access acceptable use agreement. The library service also aims to maximise the benefits of ICT in enabling access for disabled users to library facilities, as well as those affected by sensory, intellectual and cultural access barriers. Appropriate means of accessing ICT for these users is provided at all service points.
- Catalogues and key documents should be available on-line via the Internet. The library service is accessible outside opening hours through the library website. This provides the opportunity

to check the library catalogue, join the library, renew items, make reservations, check borrowing details and be informed of events, activities and other library information online.

- A 24-hour automated telephone renewals and information line should enable library members to renew items or access library information from anywhere and at any time.
- Library members can also access a host of electronic information resources provided through the library web pages from basic reference tools to newspapers online.

### **6.3. Physical access policy**

- It is important that library buildings are easily accessible and have a welcoming, professional image. Clear external and internal signs and guiding, facilitating self-help are essential, together with appropriate furniture, lighting and equipment. The library service is also required to meet all relevant legislation requirements including health and safety standards, Equalities Act 2010 provisions and section M of the building regulations.

### **6.4. Access to Stock and Services**

- Libraries provide a unique mix of resources and services - they are a community resource, giving local access to networks but global reach to knowledge and opportunities to extend horizons.
- The Library and Resident Service will ensure that people who have difficulty using facilities are not financially penalised or otherwise disadvantaged and that the service is accessible to the low paid, unemployed and other excluded groups. Information about services should be available and should increase public awareness and promote a positive image of the service. The Accessibility Initiative ensures that customers with special needs such as Dementia are able to use the library service for as long as possible. This includes longer loan periods and access times with staff available to assist outside of normal opening hours.

### **6.5. Access to Staff**

- Staff and volunteers will provide help and support in a non-judgemental way and will be trained in all aspects of customer care to ensure equality of treatment. All staff will be trained up to or proficient in using relevant ICT programmes so that they can confidently use, and help customers to use the ICT and Internet facilities.

### **6.6. Space policy**

- Section 2.4 covering the physical access policy and standards sets out the detail of what is required in a static library and its environment. For these standards to be met, the space within a static library needs to be adequate to facilitate access for all.

## 6.7. Museum Access Policy

- The Library and Resident Service also covers the Windsor & Royal Borough Museum, the museum store, activities and museum outreach. There are no statutory obligations relating to hours or space, but there are published benchmark recommendations from the MLA which apply to museums
- [http://www.livingplaces.org.uk/fileadmin/user\\_upload/toolsguidance/Briefing\\_Paper\\_Planners.pdf](http://www.livingplaces.org.uk/fileadmin/user_upload/toolsguidance/Briefing_Paper_Planners.pdf)
- [pdf](#)
- Opening hours will be clearly published. Physical access and furniture standards will follow the policy above. Museum staff with detailed knowledge to answer enquiries will be available during their limited working hours. Trained staff will be available at Maidenhead or Windsor Library when open, to answer broad enquiries relating to the museum at other times, or when the collection is closed, or staffed by volunteer stewards. Staff will be trained to the same customer service standard as the library staff.

## 6.8. Contact Centre Access Policy

- The Library and Resident Service also covers the Royal Borough of Windsor and Maidenhead Contact Centre. There are no statutory obligations relating to the Contact Centre but all standards that apply to libraries will apply to the contact service.

## **7. ROLES AND RESPONSIBILITIES**

The following roles are responsible for the implementation of this policy within the relevant strands of the Service:

- Head of Communities
- Library & Resident Contact Lead
- Library and Resident Contact Team Leaders
- Digital Support, Improvements and Projects Team Leader
- Museum and Arts Team Leader
- Outreach and Support Team Leader

## **8. MONITORING, EVALUATION AND REVIEW**

- The Library and Resident Services Management Team and the Lead Member responsible for Libraries will review the implementation of the standards

## **9. DEFINITIONS AND ABBREVIATIONS**

- L&RS – Library & Resident Services
- MLA – Museum Libraries & Archives (former advisory body to central government, functions now carried out by Arts Council England)

## **11.ASSOCIATED DOCUMENTS**

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