S&W STOREPLANNING™

Lloyds TSB, 23 The Borough, Hinkley, Leicestershire, LE10 1BZ

DESIGN & ACCESS STATEMENT – AUGUST 2008

Introduction:

Lloyds TSB have an Inclusive Policy and Design Policy. The policies demonstrate how Lloyds TSB intends to address Disability issues, both in terms of access to goods & services, and to Employment issues within its existing branches.

Existing Context:

The existing branch at 23 The Borough, Hinckley is on two levels. On the ground floor is a banking hall with customer meeting rooms. There are also staff offices, storage and staff toilets. These facilities are accessed by a level entrance from the street. This is situated at the front of the branch. This entrance comprises of a single swing door with a clear opening of 900mm. It opens from the street into a tight lobby where there is a second swing door opening into the branch. During busy periods this entrance becomes congested. Both doors swing into the lobby leaving limited space for manoeuvring a wheelchair or buggy. There are further customer meeting rooms and associated waiting area on the first floor as well as further staff facilities and storage. These are accessed by stairs. It is not proposed to make any significant alterations.

Proposal:

The proposed works comprise of the general refurbishment of the customer and staff areas. There are also changes to the glazed shop front elevation. The entrance will be moved to the centre of the glazed opening and made wider.

Works include new flooring and decoration, the supplementing of existing lighting; reconfiguration of the banking hall to provide a more legible space; new partitions and panelling to designated areas.

The existing public entrance into the branch as described above is to be moved to the centre of the glazed opening as shown in the Elevations accompanying this application (**D8945-033-400 Existing and Proposed Elevations**). The position of the proposed entrance is 3m to the right of the existing (measured centre to centre when facing the elevation from the street). Inside the proposed entrance and on the pavement area outside there is sufficient space to comfortably allow a 1500mm wheelchair turning circle. The proposed double door entrance has a 1500mm clear opening and is therefore wider than the existing entrance. There is to be no lobby and the entrance is to have a set of fully automatic swing doors activated by a movement sensor. Internally a guard rail will be installed to protect persons from the door swing.

These measures will improve accessibility for disabled customers and also allow pedestrian traffic to flow more easily thus reducing the risk of pedestrian congestion on the pavement and the possibility of pedestrians passing the branch being forced into the carriageway.

Moving the doors into the centre of the glazed opening will make them more visible from the street and help to improve the legibility and use of space inside the branch.
The framing around the doors will provide contrast to clearly distinguish them as an entrance, distinct from the rest of the glazing.

It is proposed that an area of the existing sill is to be removed locally to the proposed doors in order to install a level threshold. Internally there is to be entrance barrier matting installed adjacent to the doors. This is to be recessed in a matt well to ensure a level surface at the junction with the adjacent amtico wood effect flooring.

Other external works include the cleaning of stonework, repair to guttering and down pipes and where required the re-decoration of external paintwork to match existing.

Summary:

In our view the proposed works will no negative impact on the street scene. Public amenity will only be improved due to the improved access to the branch and reduced risk of a congested pavement.

Access between levels

Lifts:
Access to upper floors is by Stairs. There is no lift between levels. The full range of customer services is available on the accessible ground level. Specific arrangements will be made for any disabled staff. (Refer to statement below under the heading: Access for Disabled members of Staff)

Ramps:
There are no ramps in the branch.

Navigation:

The banking hall has been rationalized into a simpler configuration; the re-location of the entrance is part of this rationalisation. Large format graphic imagery and minimal but clear signage will ensure that the branch is easily navigable.

Colour Contrast: Flooring

Lloyds TSB policy is to provide colour contrast rather than tactile flooring internally as follows:

Steps:
Flooring is to be replaced on the stairs new contrasting coloured nosings will be installed as part of this work.

Hearing Induction loops:

Hearing loops are to be provided where complex interaction between customers and staff is most likely to take place. All desks provided with induction loops are to be appropriately signposted.

Manifestation:

Manifestation will be applied to the external glazing to the street elevation. This will consist of 2 rows of white vinyl dots, one row between 850 to 1000mm height, another row between 1400 to 1600mm height. Dots to be 50mm diameter at 100mm centres. This is as indicated on the elevation drawing accompanying this application (**D8945-33-400 Existing and Proposed Elevation**). Internally where there are full height glazed partitions these will also have manifestation applied in the same manner.

Means of Escape:

At ground floor it is proposed that mobility impaired customers be evacuated to outside via the branch entrances/emergency exits. On the First and Second Floor, staff areas, this will not be possible. An Evac' chair is to be supplied to the branch which could be employed at these levels.

Access for Disabled members of Staff:

Any specific adaptations as may be necessary will be made for individual staff members as the need arises. These adaptations will be specific to the needs of the individual.

APPENDIX 1

INCLUSIVE POLICY

Service Delivery

Lloyds TSB are dedicated to promoting environments and services, including delivery of services, which are inclusive to all our customers, regardless of any additional needs they may have.

Objectives

1. To continuously seek to improve internally, by developing personal excellence amongst our staff, to enable them to provide and deliver quality and equality of services and environments for all our customers and strive to be an exemplar organisation with best practice standards of accessibility.

2. To achieve our objectives we will have to strive to remove or overcome the barriers that make it impossible, or unreasonably difficult for disabled people to access our services and activities.

How we will achieve our objectives

To enable our colleagues to provide quality and equality of services and delivery there of, we will:

- Raise awareness of the duties under The Disability Discrimination Act 1995 (DDA) and provide appropriate awareness training for our customer-facing colleagues.

- Establish partnerships with key stakeholders to listen and learn from organizations that represent the interests of disabled people.

To remove or overcome the barriers that make it impossible, or unreasonably difficult, for disabled people access our services and activities, we will:

- Provide detailed briefs to all parties involved in the planning and maintenance of the environment.

- To monitor, review and seek feedback from all parties on any adjustments made.

APPENDIX 2

DESIGN POLICY

Introduction

Lloyds TSB strategy is to shape branch locations and formats to meet the changing needs of our customers. With Part III of the Disability Discrimination Act coming into force in October 2004, we have a duty to anticipate the needs of prospective disabled customers. It is vital therefore to review the equipment and physical features of premises in advance of a disabled person requesting an adjustment.

The following features may, if incorrectly designed or formed cause discrimination to disabled people. Lloyds TSB will undertake reviews/audits of existing branches to assess these features and where reasonable to do so, we will remove, alter or adjust the features in accordance with Best Practice.

Where new branches are being developed or existing branches altered, Best Practice solutions will be adopted where it is reasonable to do so. If any feature cannot be removed, altered or avoided, management policy will be reviewed, so that where it is reasonable, the service affected will be provided by alternative means.

A record will be maintained of the decision made so that an 'audit trail' is recorded.

Entrances

Entrances should be clearly sign posted and distinguishable from their surroundings.

Lloyds TSB will review the provision of doors and upgrade accordingly. This is intended to include door ironmongery, door operation and closing forces. For closing devices fitted to single doors.

Alternative arrangements may be considered where overriding considerations such as fire safety, and the need to provide an environmental seal have to be taken into account.

Walkways/Sales Floor

Lloyds TSB will review its policy on branch layout. This is intended to include a review of circulation routes, where we will strive to provide:

- Easy movement and provide a good sense of location and direction
- Sufficient clear, unobstructed space to provide convenient and safe access
- That projections into circulatory routes should be avoided
- That all floor surfaces should be smooth, plain, non-reflective and. non–slip.
- Secondary and primary routes that are distinguishable.

Internal Stairs

Lloyds TSB will review the provision of internal stairs and steps.
This is intended to mean that the review will include the following:

- Directional and informational signage of step/stair location.
- Indication of each floor level.
- Design of steps/stairs.
- Rise of a flight.
- Stairs clear, unobstructed width.
- Identification of nosings and risers.
- Level landings.
- Handrails to stairs/steps.
- Lighting - this should be even and not create glare, reflection, shadows and pools of light and dark.
- Surface finishes, including tactile surfaces.

Lifts

Lloyds TSB will identify the lift provision within its branch. This will include provision of lift access to floors within the building where reasonable.

Where it is identified that lift provision does not give access to all floors, feasibility studies will be undertaken to identify the reasonableness of providing lift access to all floors (site circumstances and financial implications) immediately or as part of future programmed works.

Where it is determined as not being reasonable to provide lift access to all floors immediately;

- Further exploration into future (time scheduled) provision will be undertaken.
- Consideration given to more immediate development of procedures to relocate services or provide alternative means of providing those services.
- The reasonableness of commissioning and upgrading goods lifts for customer use.

Where it is identified that lift provision does not meet current Best Practice, we will review this provision with a view to upgrading in accordance with Best Practice.

Acoustics

Lloyds TSB will review the provision of induction loop systems and/or voice enhancement systems, within its branch.

It is intended to mean that the review will include the following:

- Clear informational signage.
- Numbers.
- Location/proximity of one induction loop to another.
- Magnetic interference from electrical equipment.
- Confidentiality in terms of 'spillover' of the loop signal to adjoining spaces.

Design/type

- Staff training in the use of induction loop systems.

Wayfinding / Signage

Lloyds TSB will review the provision of signage within its branch.

It is intended to mean that the following issues will be considered:

- Location.
- Design and layout.
- Letterform/typeface.
- Size of text.
- Use of symbols.
- Colour and tonal contrast.
- Surface finishes.
- Lighting.

Lighting

Lloyds TSB will review lighting in terms of:

Lighting levels – sufficient to

- Enable safe and convenient activity.
- Ensure clear definition between shelving, counters, displays etc and manoeuvring /circulation space.
- Provision – lighting should be even and not create glare, reflection, shadow and pools of dark and light, where it is appropriate to do so.
- Highlight critical surfaces e.g. edge of shelving and information.

Counter/Service Desk

Lloyds TSB will review the provision of counter/service desks in relation to the need for accessible counters and for management procedures to accommodate the views of Disabled People.

Furniture & Display Units

Lloyds TSB will review the provision of display units in relation to the following:

- Circulation space – clear and unobstructed, no protrusion into primary or secondary routes
- Signage – clear, concise and consistent
- Lighting
- Floor surfaces
- Loose matting

Seating

Lloyds TSB will review the provision of seating and seating areas for customer use.

It is intended to mean that this will include:

- Numbers.
- Location.
- Type of seating – mix of seating with and without armrests.
- Directional signage

APPENDIX 3

The Best Practice guidelines relating to design for Disabled people include but are not limited to the following documents:

- British Standard 8300: 2001 – Design of Buildings and their approaches to meet the Needs of Disabled People.
- Sign Design Guide – published by the Sign Design Society.
- British Standard 5395: Part 1:2001 – code of Practice for the design of straight stairs.
- DETR Guidance on the use of Tactile Paving Surfaces (DETR 1998).
- BS EN 115 – Safety rules for the construction and installation of escalators and passenger conveyors.
- BS 6180: Code of Practice for Barriers in and about Buildings.
- BS 7594: 1993: Code of Practice for audio-frequency induction loop systems.
- BS EN 60118-4: Code of practice for induction loop systems.

Please note that this list is non-exhaustive. The Design guide will be reviewed and updated as required to incorporate the latest recommendations for Best Practice.