



‘Considerate Friends’ Report with Recommendations for Fishponds Library

Considerate Friends are a group of unpaid family carers and disabled people who visit local services to suggest recommendations and improvements for disabled people, carers and people aged 50 and over. The project works across the Greater Fishponds area and visits started in January 2018.

The project is under the umbrella of Bristol Ageing Better and run in partnership between The Care Forum and Carers Support Centre. Carers Support Centre supports carers to volunteer for the project and organises the visits.

On 23rd April 2018, a small group of volunteers went to visit Fishponds Library and made the following observations and recommendations



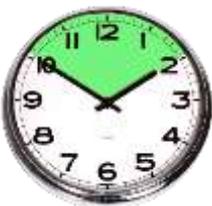
Did you find the venue easy to access? Score **10/10**

The automatic doors are easy to use and wide enough for a scooter or wheelchair. There are a number of local parking options.



Were the staff easy to talk to? Score **10/10**

Rani was extremely friendly, patient and clear. She spent a lot of time with us and was very knowledgeable and helpful. She gave us a lot of very useful information.



Were the opening times suitable for carers? Score **9/10**

evenings.

Although it's not open daily, other libraries are open on the days that Fishponds Library isn't, which seems a good solution to the resource issue of not being able to open daily. It is well linked in with other libraries and this works well. It's open later on Thursday



Did you feel understood? Score 10/10

Rani understood the needs of people visiting.

Would you go back again? Score 10/10

Yes. There is a good range of books and activities. Staff are friendly and helpful. There are accessible resources such as audio books, screen reader and large print books.

What was the best thing about the library?



The variety of books and activities, the home volunteer service, the layout – the ability to manoeuvre easily in a wheelchair, the book return system is at a good level for someone using a wheelchair, it is light and airy.

What would you like to see improved about the library?

Very unusually for the Considerate Friends, we could not think of any improvements.