



'Considerate Friends' Report with Recommendations for Libraries Club in Greater Fishponds

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 13th February 2018, a small group of volunteers went to visit Hillfields Library and made the following observations and recommendations



Did you find the venue easy to access? Score **8/10**

It was easy to find the library on a map or sat nav and the ramp was helpful and wide. The doors are automatic and wide enough for someone using a wheelchair or scooter. We were impressed at the accessibility from this point of view.

However, the larger accessible car wasn't easy to park by the library. It was too large for on-street parking on the side of the library where the ramp is. We wondered if it would be possible to provide a disabled parking space?



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

They were extremely helpful, did not appear rushed and offered the Considerate Friends a lot of information.



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

We thought the opening times were fine, given the current funding climate. It is helpful that the closed days differ from the week days that Fishponds library is closed. Day times often work well for older people, carers and disabled people.



Did you feel understood? Score **10/10**

The staff seemed to understand why Considerate Friends were there and the access needs of carers, disabled people and older people.

Would you go back again? Score **10/10**

Considerate Friends felt very much that they would like to return. The computer facilities are excellent, the space is light and airy and there is a lot of space.



What was the best thing about the activity/service/facility?

- The accessible toilet is very accessible
- Large print books
- Audio books and speak aloud software
- The fact that the libraries are connected across such a wide area
- Accessible
- The number of activities
- Mental health and wellbeing notice board

What would you like to see improved about the club?

A disabled parking bay (see above)

In summary - Considerate Friends found Hillfields library very accessible and well thought out for people who are carers, disabled, or older.