

SITE SURVEY REPORT

Accessibility Site Audit

Prepared for	West Suffolk Community Libraries Trust
Date	21 Sep 2026
Site	Abbeygate Library, Bury St Edmunds
Prepared by	M. Sorensen

FORM

Accessibility Site Audit

1. Record details and scope

Project	Abbeygate Library, Bury St Edmunds: accessibility audit (completed example)
Site or premises address	Abbeygate Library, Abbeygate Street, Bury St Edmunds
Client or organisation	West Suffolk Community Libraries Trust
Record date	21 Sep 2026
Person completing the record	M. Sorensen

This records barriers and proposed adjustments. It is not a building-control approval, a BS 8300 certification or a legal opinion.

No. Government guidance for service providers describes reasonable adjustments to practices, physical features and auxiliary aids where disabled people would otherwise be at a substantial disadvantage. Accessible information is also relevant. What is reasonable depends on the circumstances; a checklist or score does not settle that judgment. Equality law differs in Northern Ireland.

2. Scope and users

Services, premises and routes considered	Arrival from the street and the blue badge bays, main entrance, ground floor lending library, accessible toilet, help desk and the self-service kiosks.
Consultation and practical needs identified without unnecessary health details	Walked the route with two members of the library user group, one a wheelchair user and one with low vision. Staff asked about common requests for help.
Areas not accessed and audit limitations	First floor study rooms not audited, lift out of service on the day.
Standards, plans or guidance used, including edition	Trust's accessibility checklist WSL-ACC-03 rev 2 and the building's access statement

3. Barrier records

Barrier or feature 1: Entrance

Area	Entrance
Exact location	Main entrance, outer door
Barrier and effect on use	Door is heavy to open and has no powered opener. The wheelchair user needed help to get in.

Measurements and method, where relevant

Opening force felt heavy, not measured. Clear opening about 850 mm.

Proposed adjustment or further investigation

Get a quote for a powered door opener. Until then, add a call bell at wheelchair height.

Supporting photos



Barrier or feature 2: Communication

Area	Communication
Exact location	Help desk
Barrier and effect on use	No hearing loop sign and staff did not know if the loop works.
Proposed adjustment or further investigation	Test the loop, put up a sign if it works, and train desk staff.

Barrier or feature 3: Circulation

Area	Circulation
Exact location	Ground floor, between the shelves in the non-fiction area
Barrier and effect on use	Book trolleys parked in the aisles narrow the route for wheelchair users.
Measurements and method, where relevant	About 700 mm clear past the trolleys, tape measure
Proposed adjustment or further investigation	Park trolleys in the bay by the staff door only.

Supporting photos



4. Decision and follow-up

People consulted about the proposed changes	User group members gave their views on the call bell and trolley parking. Library manager consulted on budget.
Decisions, reasons and alternatives considered	Call bell and trolley parking agreed now. Powered door opener added to next year's budget bid, as the door is listed and needs consent. Hearing loop to be tested this month.
Accessible information and assistance arrangements	Website access page to be updated with the entrance arrangements and the call bell. Staff to offer help at the self-service kiosks.
Person responsible for follow-up	Library manager

5. Actions and review

Are further actions required?	Yes
Further action 1: Fit a call bell at the main entrance at wheelchair height.	
Action and evidence reference	Fit a call bell at the main entrance at wheelchair height.
Person responsible	Library manager
Target date	16 Oct 2026
Action status	Open
Further action 2: Test the help desk hearing loop and add a sign.	
Action and evidence reference	Test the help desk hearing loop and add a sign.
Person responsible	Facilities officer

Target date	9 Oct 2026
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Action status	In progress
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Further action 3: Move trolley parking to the bay by the staff door.

Action and evidence reference	Move trolley parking to the bay by the staff door.
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Person responsible	Library manager
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Target date	22 Sep 2026
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Action status	Completed
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Completion evidence	Bay marked on 2026-09-22, staff told at the morning brief.
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Outstanding limitations and information to pass on	First floor not audited because the lift was out of service. Return when it is repaired.
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Record status	Further work needed
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Reviewed by	S. Okoro, trust facilities manager
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Review date	25 Sep 2026
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Author signature	
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M. Sorensen

Signing records the information entered. It does not itself certify legal compliance, remove a limitation or authorise unsafe work.