

Delivering the new
BUCKINGHAMSHIRE COUNCIL



Council & Community Access Points
**Blueprint and Options
Appraisal Report**
September 2019

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Executive Summary

On 1 April 2020 there will be a new single council for Buckinghamshire, replacing the County Council and the four district councils.

The new Buckinghamshire Council needs strong connections with its diverse communities to be successful. A physical presence in localities across Buckinghamshire will be vital to ensure that all of our residents can access council services.

This paper sets out a vision and practical recommendations on setting up Council & Community Access Points.

The vision for Council & Community Access Points is that they will be a place in a local area where residents can go to access information about a wide range of topics, a social space that they can enjoy, and a place where they can get support from different services.

They will be multi-purpose buildings at the heart of local community life. Residents and communities will help co-design these facilities to meet local needs. It is anticipated that whilst there will be a core offer at all access points, these facilities will provide different services to meet the different needs of communities, and adapt flexibility to changing needs.

The vision for Council & Community Access Points long term is ambitious and our strategy for delivery pragmatic. It is recommended that there is a phased approach to the development and roll out of Council & Community Access Points:

	Description	Timescales
Phase 1	Council Access Points —Resident access to <u>council services</u> locally.	October 2019- March 2020
Phase 2	Community Access Points —Resident access to <u>community, council and partner services</u> locally.	April 2020- March 2022

A phased approach will enable residents to access council services locally from day 1, through the effective use primarily of existing council buildings and staff. It will be a first step in designing and delivering enhanced facilities which provide residents with wider access to community, council and partner services through multi-purpose buildings.

A set of core design principles have been identified for Council Access Points (CAPs) for phase 1:

- Open to all (drop-in access via advertised opening hours).
- Self-service access to all new council services (e.g. not county or district only).
- Existing staff or volunteers available to help residents to self-serve (e.g. use computer/tablet), signpost and answer common council enquiries.
- Potential for site to be used for individual support (e.g. private space for individual support e.g. housing, adult social care advice delivery or councillor surgeries).

This paper considers the high-level options for the delivery of CAPs on day 1 and their location. Based on this location assessment, 18 existing buildings are identified as CAPs for day 1, with five as 'CAP Plus' sites at the main existing council offices.

1. Introduction

On 1 April 2020 there will be a new single unitary council for Buckinghamshire, replacing the County Council and the four district councils. In such a diverse and rural county as Buckinghamshire it is particularly important to ensure that residents are able to access services and community facilities near to them.

All five councils have strong partnership links in place with health, the police and voluntary and community sector. There are many examples of best practice to learn from locally and nationally.

We also know that many of our residents value and need to speak to someone face-to-face. Not all of our residents have a computer at home, smart phone or feel confident using technology. There are some types of services that are also best delivered face-to-face, where there is a need to have a two-way direct conversation to help solve complex or sensitive issues. Whilst technology is a powerful tool for making customer transactions easier, it will never replace the need for face-to-face contact.

The importance of local access to services was highlighted in the single unitary business case:

“There will always be times when residents need to talk to someone face to face, and a new, county-wide single unitary council would need to ensure that this can happen close to home [...] communities to access services from a place local to them, ensuring vulnerable residents are safeguarded.”

There is an expectation from Government that the new council will have local access to services which deliver this business case commitment. The Under-Secretary of State for Housing, Communities and Local Government stated to the House of Commons in presenting the Structural Change Order that:

“The benefits of the single unitary proposal are anticipated to be: enhanced social care and safeguarding services through closer connection with related services such as housing, leisure and benefits; improved strategic decision making in such areas as housing, planning and transport; improvements to local partnership working with other public sector bodies; establishment of nineteen community boards, each with a community hub, enabling local councillors to take decisions on issues such as funding for community groups and local roads maintenance; and providing a single point of contact.”

Since this speech, further discussions have taken place with Government in regard to expectations on the number of community boards and 'hubs' to be established. The original number of 19 community boards and 19 community hubs was suggested in the single business case published in 2016.

Community boards and Council & Community Access Points are different things. The purpose of community boards is to enable Buckinghamshire Council councillors to have strong connections with their communities through getting local people and organisations together to help solve local issues, and enable people to have a say on how services are designed and delivered.

The purpose of Council & Community Access points is to enable residents to access services through a network of fixed buildings in communities across the county.

Given the different purposes of community boards and access points, no assumptions have been made in this paper about needing to have a set number of access points in relation to community board areas.

The term 'Council & Community Access Points' is used throughout this paper, as a replacement to the previous terminology 'community hubs'. This change is a result of feedback from stakeholders that the word hub was confusing.

2. Current Provision

Residents currently access county council and district council services through a variety of means:

- online (including via webchat, social media);
- telephone; and
- face-to-face

Overall residents are increasingly using technology to access council services as a result of improvements in online services; increasing widespread use of smart phones and changing customer preference. The table below shows the volumes of customer interactions by type across all councils during 2018:

Type of contact – Across all five councils	No. of individual interactions
Website hits (excluding WDC who measure by page views)	10,700,000
Telephone	657,000
My Account (The term is used to described an account a customer has signed up to online to access services)	131,000
Library visits and contacts	1,100,000
Face-to-face contact (contact centres at district councils only including enquiries such as planning, council tax & benefits)	80,116
Webchat	26,800
Facebook Likes	10,587
Twitter Followers	36,789

All five councils operate a customer contact centre that responds to high volume enquiries by telephone, and increasingly via web-chat. The table below provides an overview of the top 10 enquiry areas received by telephone in 2018 across all five councils:

Type of enquiry	Number of individual queries
Highways	36133
Adult social care	24870
Benefits	14824
Council tax	11169
Housing	10013
Switchboard (number for a name)	9593
School transport	7738
Taxi licensing	7554
Blue badge	6132
Waste collection	5165

Face-to-face access to services is important for many reasons to meet the need of our residents. In particular it is important for:

- Ensuring that those residents who struggle to use technology and need support are catered for. This is particularly the case with many older people who currently benefit from using libraries for such support, or for those whose first language is not English.
- The effective delivery of support for responding to complex or sensitive issues where empathy is important. For example, in providing support for to someone who is homeless, benefits advice, or family support.

Residents are currently able to access face-to-face support via a range of existing council buildings and via extensive outreach work in the community. Buckinghamshire already has a range of fixed buildings where residents can access council services to varying degrees. These include:

- 5 main council offices;
- 30 libraries (including community libraries);
- 19 family centres; and
- 11 leisure centres.

Partnership working to deliver services is already a well-established practice across county and district councils. This is particularly the case in front-facing service areas such as children's and adults services and through the library service.

In terms of co-location of service delivery, the library service works closely with a wide-range of partners to ensure that the facilities are used to maximum community benefit. Other services and partners who use the library space include:

- Town and parish councils
- Healthy Minds
- Bucks Business First
- Tourist Information Services
- MacMillan Cancer
- Police
- Reading Agency
- Bucks Healthcare Trust
- Prevention Matters
- Bucks Vision
- RNIB
- Registrars
- National Careers Service
- Public Health
- Age Concern
- Good Things Foundation
- Dementia Friendly Communities

Further work is currently underway within the library service to further widen community use of the buildings. Other services such as the County Council's family support service, also have some co-delivery and location with partners in place. See case studies below.

Case study: Buckinghamshire Libraries

Marlow Library

Marlow Library already delivers Tourist and Council information services on behalf of Wycombe District Council. There are now plans for Marlow Town Council to move to the library site and this will allow the new Buckinghamshire Council and Marlow Town Council to work together to provide a central focal point for local information and services in Marlow. Capital funding is already in place to fund a refurbishment and work is now taking place to develop a design.

Wendover Community Library

Wendover Community Library is delivered in partnership between the County Council and Wendover Community Library Trust. Local plans are being developed, in partnership with the Parish Council, to enhance the library site and co-locate visitor information services, the Police and the Parish Council offices to develop the library as the centre of village social and cultural activity, as well as the primary source of information on local services. A local engagement exercise is currently planned to help shape the scheme and a funding strategy is being developed in collaboration with the Parish Council.

Case study: Buckinghamshire Family Centres

In September 2019 the County Council launched its new Family Support Service which will provide integrated support to families with children up until the age of 19 (and up until 25 for children with special educational needs or disabilities).

This service provides universal and targeted work with children and families through outreach and through provision at a network of 16 family centres across Buckinghamshire.

Partnership working is integral to the service design. Health services, such as baby weighing clinics, support groups for women experiencing post-natal depression, and the speech and language service, all deliver services at the family centres.

Previous Council Area Access Points in Buckinghamshire

Whilst there are a range of successfully targeted approaches by individual services to ensuring local resident access to services, it is important that we learn from the challenges faced corporately in regard to Council Access Points.

For example, AVDC closed its two area offices in 2014 due to lack of use, and a partnership with the Citizen's Advice Centre supporting access to council services ceased after six months as only three residents had used the service in that period.

Buckinghamshire County Council previously had a dedicated customer service adviser in Buckingham Library. In 2015, as a result of low customer numbers, it was decided to offer this service differently, without the need for a dedicated additional staff member. Library staff now support residents with answering enquiries and self-service, and there is a telephone available if needed to call the customer contact centre.

More recently, the County Council and Chiltern District Council agreed to support town & parish councils through the provision of electronic devices to help residents to self-serve and access council services. The County Council has provided a tablet and printer to Iver Community Library/Parish Council and Chiltern District Council provided a computer to Chesham Town Council for public use. In practice the devices have had either no or little use. Residents prefer to speak to town and parish council staff directly and get advice on their issues.

The learning point from these examples is that whilst conceptually the set-up of local access points may be popular, they need to be designed based on knowledge and understanding of what information and support residents actually want and need locally.

3. Practice Elsewhere

Providing local access to services is a challenge for all councils that cover a large geographical area, and often start as a high priority for new unitary councils.

We have researched practice elsewhere through desktop research and officer and member visits. Members and officers undertook fact-finding visits to Durham Council and Wiltshire Council in June/July 2019.

Although different councils approached this challenge in different ways there are a number of consistent features:

- Extensive use has been made of existing library services.
- Different types of provision are delivered at different venues, and often for county unitary councils a trend seems to be have been to start with a larger number of delivery points and then a scaling back has occurred.
- Co-location of front-facing services through a community hub/campus model delivers benefits for residents in making it easier to access services in one place, supports integrated partnership working, and provides value for money through a one public estate approach.
- Overall, usage levels of area offices have tended to reduce over time as more residents access council services from electronic devices.

Operating models

Each of the councils researched have taken a slightly different approach to the delivery method and operating models of their access points/hubs.

The case studies below give a brief overview on the delivery progress of access points/hubs implemented by other unitary councils.

Case study: Wiltshire Council

Following the creation of the Wiltshire unitary council in 2009, the new council put in place ambitious plans to deliver 18 community hubs, many of which were to be housed in specialist community campuses allowing customers to access services such as leisure, neighborhood police teams, libraries, along with the hosting of meeting space for community groups. Following financial pressures this initial number was scaled back.

There are now 4 community campus facilities supported by the council, with 3 more in the planning and build phase.

In 2018 the Council won the Silver Award for Community Regeneration in a national iESE Public Sector Transformation Awards scheme. This award was won for the council's community hub model.

The member localism working group visited one of the flagship hubs, Springfield Community Campus, in June 2019. This is a multi-purpose community building of a high design standard. It included a library, café, youth and leisure facilities. It is used extensively by the local community, as well as council and partner staff. The upstairs has multi-agency hot-desking facility. The library provides residents with access to council services, though the facility is deliberately not marketed as a 'council building' in order to maximise the look and feel of the centre as a community facility.

Case study: Cornwall Council

Cornwall Council initially looked to deliver 23 access points (known in Cornwall as "one stop shops") where residents could access council services in areas close to their homes. The programme ran into funding problems, however and as early as 2011, Cornwall council made the decision to rationalise the delivery arrangements in order to reduce costs.

Since 2011 many of the one stop shops were merged into libraries and the name was change from "one stop shop" to "information service". Primarily these information services now provide a self-serve facility to customers with staff available to support residents using the equipment if required. The information points can also take payments for council services and local taxes.

Case study: Shropshire Council

Shropshire Council have 10 Customer Access Points (CAPs) across the county. Each CAP provides access to Shropshire Council's customer service centre via a free-to-use phone link, as well as a public computer for doing business with them online.

The sites are primarily staffed by volunteers. The volunteers provide assistance to residents in getting online and using the telephone to report issues, make payments or applications and access the services they need. The volunteer nature of the workforce means that they have no direct access to the Council's systems or services, so signpost only.

Customer demand at these service points has halved in the last few years leading to current proposals to reduce opening hours significantly.

4. The Vision and Options for Council & Community Access Points

The Vision

Residents want to access services and community facilities easily near to their homes. We know that currently it can be difficult for residents who need support from a variety of separate organisations, and have to repeat their story and travel to different offices for appointments.

We also know from national research and local practice that when services are joined-up they can bring benefits to individuals and help build local community self-resilience, as well as provide value for money through co-location.

The vision for Council & Community Access Points is that they will be a place in a local area where residents can go to access information about a wide range of topics, a social space that they can enjoy, and a place where they can get support from different services.

They will be multi-purpose buildings at the heart of local community life. Residents and communities will help co-design these facilities to meet local needs. It is anticipated that whilst there will be a core offer at all access points, these facilities will provide different services to meet the different needs of communities, and adapt flexibility to changing needs.

Council & Community Access Points—part of a wider customer access strategy

Council & Community Access Points are proposed as an integral part of the new Council's Customer Service Strategy. They are particularly important to ensure that *all* residents across Buckinghamshire continue to have access to services *more locally*, without the need to travel long distances.

Diagram 1: CAPs as part of a wider customer access strategy



A Phased Approach—Day 1

The vision for Council & Community Access Points long term is ambitious and our strategy for delivery pragmatic. It is recommended that there is a phased approach to the development and roll out of Council & Community Access Points.

Phase 1 is proposed to focus on ensuring seamless and enhanced access to council services for residents. A set of core design principles has been developed to ensure that Council Access Points are in place for day 1 across Buckinghamshire. These principles are designed to ensure a consistent base level of service access to all our residents across Buckinghamshire, whilst recognising that the exact services and opening hours of CAPs need to be flexible to respond to the different needs in our communities.

Council Access Points—A flexible model

It is suggested that the core design principles for all CAPs are:

- Open to all (drop-in access via advertised opening hours).
- Self-service access to ALL new council services (e.g. not county or district only).
- Existing staff or volunteers available to help residents to self-serve (e.g. use computer/tablet), signpost and answer common council enquiries.
- Potential for site to be used for individual support by the council, community groups and/or partners (e.g. private space for individual support e.g. planning or housing advice delivery or councillor surgeries).

The nature of the geography of Buckinghamshire is such that there are some rural areas, particularly in the north of the county, where the distance between buildings designated as CAPs might be greater than in other areas. The model is therefore proposed to be flexible to recognise that not all communities need the same level or type of services. This approach is based on understanding that there is a need to understand the demand and requirements for such access to services locally. This may include – but is not limited to - the provision of outreach or drop-in sessions held in facilities such as those local libraries that are not otherwise designated as CAPs.

Consideration was given to other design principles such as providing additional customer staff permanently based at facilities, however given the learning from low demand levels experienced this is not recommended for day 1. However, it will be considered as part of a longer term approach when there has been time to evaluate and understand the level of demand for such facilities more fully.

Critical Success Measures

The table below suggests some potential success measures for CAPs for day 1 delivery. If a decision is taken to set them up then a detailed performance framework would be developed.

	Measure	Potential Indicators/Targets
A)	First contact resolution	80% of council enquiries resolved in a single contact.
B)	Customer Satisfaction	75% of customers rate the service as Good, Very Good or Excellent
C)	Resident awareness that they can get help in accessing council services at their nearest Council Access Point.	Question integrated into the new Council's customer survey and resident's panel, as well as stakeholder feedback from community boards.
D)	Level of use	Measurements designed to test use overall and by different groups for equalities impact, as well as testing in relation to overall need.
E)	Resident Engagement	Evidence of the involvement of the community in determining and developing the delivery plan for each site, including feedback from community boards.

Based on the vision and core standards for CAPs consideration was then given to the following high-level options for day 1:

Option A - Using existing main council offices only.

Option B - Using existing wider network of council buildings.

Option C - Using new or partner buildings.

An assessment of these high-level options is set out in the subsequent chapter.

Customer Journeys

The scenarios below give examples of how CAPs could be used on day 1.

Nadia—Applying for a School Place

Nadia needs to apply for a school primary place for her son David. She is keen to ensure that her son has a place at a school that will meet his needs, and having had a bad experience at school herself is anxious about it.

She's been told by other mums she knows just to apply online but she would prefer to speak to someone face-to-face. When attending her local family centre she sees a poster advertising a drop-in surgery session on school admissions, which is being held at her local council access point.

She attends the drop-in session and meets Sarah, one of Buckinghamshire Council's customer service advisers, who explains how the process works. Sarah helps Nadia to book appointments to view a few local schools. Nadia visits the schools and then applies for her preferred choices one evening online when her son is in bed, she feels reassured that she understands what will happen next.

Mary—Accessing Housing Support

Mary has had a difficult life. A troubled childhood was followed by drug and alcohol abuse which she funded through petty crime. Mary spent some time in prison and is just about to be released. She is worried that she has no job, no support from her family and nowhere to live.

As Mary is released from prison she is told that an appointment has been arranged for her in the local Buckinghamshire Council Access Point Plus office. Mary is distrustful of authority but is reassured to hear that a representative of a local homelessness charity will be at the appointment to act as her advocate.

Mary attends the appointment with her new advocate she also meets officers of the council, who assess her individual circumstances and housing options. The assessment is a comprehensive assessment which Mary finds challenging, but she is supported through the process. Her adviser arranges for Mary to get help from drug and alcohol services and helps her find somewhere to live. Mary feels she has made a first step towards having a better life.

5. Options Assessment

Phase 1: High level options assessment

The high-level options for phase 1 (day 1 delivery) were considered in relation to their ability to deliver against the vision for CAPs, value for money and feasibility for delivery.

	Option A – Main buildings only	Option B – Existing network of buildings	Option C – New or wider partner buildings
Pros	Low cost Minimal effort to deliver as status quo maintained.	Ensures network of accessible buildings across the county. Feasible to deliver for day 1 with small investment.	Ensures wide access to residents and optimum model for joining up service delivery with partners.
Cons	Limited accessibility for residents who do not live near the main council offices.	Potential for some confusion by residents in regard to what services can be accessed at different buildings.	Assessed as not feasible to deliver for April 2020, as lead in time required to develop business case for capital investment, a co-design approach to ensure residents and partners are fully engaged, as well as then sufficient time for set-up.

Based on this assessment, it is recommended that the Option B is adopted for phase 1 (day 1 delivery)—using existing network of buildings.

Location Options Assessment

An assessment was then carried out on the best locations for where Council Access Points are sited for day 1 of the new Council—1 April 2020. See Appendix A. The assessment methodology was:

- a) Initial identification of 36 potential buildings. Buildings included were ones which are open to all residents to access on a drop-in basis (e.g. no appointments needed), and which provide access to general council services (either county and/or district). Family centres and leisure centres are important council buildings for consideration as part of a longer term strategy, however they are not considered suitable as

advertised CAPs for day 1 delivery. This is because they either are targeted at particular groups rather than all residents (family centres are targeted at parents with children up to 19 or 25 for those with disabilities) or don't currently provide support to help residents access general council services (leisure centres).

- b) Assessing those 36 buildings against the design principles identified for Council Access Points (as outlined earlier in this paper).
- c) Consideration was then given to ensuring that there was a good geographical spread of buildings across the county to ensure accessibility in rural and urban communities.
- d) In areas where more than one potential building would be feasible as a Council Access Point a choice was made based on a range of factors such as site suitability, the location for maximising the accessibility of the building to the public, and potential level of demand.
- e) In the towns of Aylesbury and Wycombe two buildings were selected to reflect their population size.
- f) In the Wing & Ivinghoe area, Beacon Village Community Library was selected as the proposed advertised Council Access Point as a paid member of the County Council's library staff is available to support customer access, as well as the benefit of the nearby Ivinghoe Hub which can be used for private meeting space.

Based on this assessment, 18 buildings are recommended as CAPs for day 1 delivery with the potential to add a further CAP subject to successful discussions with a partner organization.

Out of the initial 18 buildings recommended it is suggested that five are advertised as CAP plus sites to ensure five day a week access to residents, as well as dedicated customer advisers available to answer queries from residents who drop-in. These sites are at the existing main council buildings.

It is important to note that for day 1 no access to council services will be removed and will continue to be available even in those existing sites not designated (or advertised) as Council Access Points.

6. Next Steps & Implementation

It is recommended that there is a phased approach to the development and roll out of Council & Community Access Points:

	Description	Timescales
Phase 1	Council Access Points Resident access to <u>council services</u> locally.	October 2019- March 2020
Phase 2	Council & Community Access Points Resident access to <u>community, council and partner services</u> locally.	April 2020- March 2022

A phased approach will enable residents to access to council services locally from day one, through the effective use of existing council buildings. It will be a first step in designing and delivering enhanced services which provide residents with wider access to community, council and partner services through multi-purpose buildings.

Based on the location assessment undertaken, **it is recommended that 18 Council Access Points are in place for 1 April 2020, with five Council Access Plus sites at the existing main council buildings.**

Council Access Points – Day 1
New County Offices*
Aylesbury Vale District Council Offices*
Buckingham Library
Winslow Library
Beacon Villages Library
Haddenham Community Library
Wendover Library
Princes Risborough Library
Chesham Library
Great Missenden Library
High Wycombe Library
Wycombe District Council Offices*
Marlow Library
Chiltern District Council Offices*
Beaconsfield Library
South Bucks District Council Offices*
Iver Community Library/Parish Council Office
Burnham Community Library

**Note: the CAP Plus sites are in bold and starred.*

Initial discussions have also been undertaken with representatives of Waddesdon Parish Council about the potential provision of a CAP in that area. This may be possible if the core design principle set out in this paper are met, in particular the need for a regular advertised opening hours to the public.

An implementation plan will be put in place to ensure that the core design principles identified for CAPs are delivered by day 1, as well as exploring the potential for further developments to enhance provision. The implementation plan will include the following:

Task Area	Description
Branding	Clear and visual signage outside of all buildings.
Communications	A promotions strategy to ensure that residents know where their nearest council access point is, and what is offered there.
Staff Training	A training programme for all front-line staff at CAPs to ensure that the most common enquiries relating to the new Council's services can be answered directly, as well as effective signposting.
Face-to-face service delivery	Development of a plan for ensuring that council services use the space for drop-ins and individual specialist support, as well as potential use by trained customer service advisers. For example, at peak times of the year staff could be available to respond to highways issues, or school applications.
Technology	The use of technology to enable video conferencing will be explored as part of the work with services to use the CAPs effectively.
Evaluation & Review	It is recommended that an evaluation takes place of CAPs after six months to ensure that this learning feeds into the longer term customer strategy.

A business case for phase 2 Community Access Points will be developed post-vesting day for consideration by Buckinghamshire Council. This business case will consider the cost-benefits of investment in the development of flagship community access points, and partnership working.

In developing the phase 2 Community Access Points model it is likely that this may have very different requirements than Council Access Points as these would be intended as social spaces as well as providing services. This may mean very different implications. For example, the sites may need to be different to phase 1 sites to best meet local needs, and the branding may need to differ. Learning from practice elsewhere is that community social spaces and facilities need to look and feel like community spaces to be inviting and not necessarily part of a corporate council building.

7. Financial Implications

Phase 1 (using the existing estate for day 1 delivery) set-up costs are identified in the table below. The ongoing costs for running Council Access Points can be met from within existing identified resources via the library service and customer contact centres.

The phase 1 delivery costs are included under property works to ensure that the three libraries proposed as CAP sites (Haddenham, Princes Risborough and Beaconsfield Libraries) have private meeting space installed to ensure that services can use the space for providing drop-in and appointment services.

Other staffing costs associated with the wider customer service programme and project management will be met from existing resources identified within the customer workstream.

Phase 2 costs at this stage are based upon 1 FTE to lead the design and delivery of a business case for community access points. Further consideration on the value for money from the community access point model will be set out in this subsequent business case post-vesting day.

The costs identified in the table below will be met from within the Buckinghamshire Council's Unitary Programme budget.

	Phase 1 Costs
Property Works (ICT & Accommodation)	£45,500
	Phase 2 Costs
Project Delivery Staff (for 1 year only)	£75,632
Total investment required	£121,132

Appendix A – Existing Building Assessment

This assessment is of existing practice (August 2019) in relation to the core design principles identified for CAPs. Where buildings do not currently meet the required standards improvements would be made as part of the implementation work.

Existing County & District Estate	Min Standards CAP						CAP Plus Criteria	
	Self Service via computer	Staff/Volunteers available to help residents use computers	Staff/Volunteers available to signpost & get help with common	WIFI	Meeting Room (for residents to get advice in private)	Telephone for public to speak to a customer service adviser	Open 5 days a week	Customer Service Advisers Available
Aylesbury Library	✓	✓	✓	✓	✓	x	✓	x
AVDC Offices	✓	✓	✓	✓	✓	✓	✓	✓
New County Offices	✓	✓	✓	✓	✓	✓	✓	✓
Buckingham Library	✓	✓	✓	✓	✓	✓	✓	x
Winslow Library	✓	✓	✓	✓	✓	✓	✓	x
Beacon Villages Library	✓	✓	✓	✓	x	✓	✓	x
Wing Library	✓	x	x	✓	x	✓	x	x
Long Crendon Library	✓	x	x	✓	x	✓	x	x
Haddenham Community Library	✓	✓	✓	✓	x	✓	x	x
Wendover Community Library	✓	✓	✓	✓	✓	✓	x	x
Stokenchurch Community Library	✓	x	x	✓	x	✓	x	x
Princes Risborough Library	✓	✓	✓	✓	x	✓	✓	x
Chesham Library	✓	✓	✓	✓	✓	✓	✓	x
Great Missenden Community Library	✓	✓	✓	✓	✓	✓	x	x
Bucks CC Area Office	✓	✓	✓	✓	✓	✓	x	x
High Wycombe Library	✓	✓	✓	✓	✓	✓	✓	x
Castlefield Community Library	✓	x	x	✓	x	✓	x	x
Micklefield Community Library	✓	✓	✓	✓	✓	✓	x	x
WDC Offices	✓	✓	✓	✓	✓	✓	✓	✓
West Wycombe Community Library	x	x	x	✓	x	x	✓	x
Bourne End Community Library	✓	✓	✓	✓	✓	✓	✓	x
Marlow Library	✓	✓	✓	✓	✓	✓	✓	x
Hazlemere Library	✓	✓	✓	✓	✓	✓	✓	x
Flackwell Heath Community Library	✓	x	x	✓	x	✓	x	x
Amersham Library	✓	✓	✓	✓	x	✓	✓	x
Chiltern DC Offices	✓	✓	✓	✓	✓	✓	✓	✓
Beaconsfield Library	✓	✓	✓	✓	x	✓	✓	x
Gerrards Cross Community Library	✓	✓	✓	✓	x	✓	x	x
Chalfont St Giles Community Library	✓	x	x	✓	x	x	✓	x
Chalfont St Peter Community Library	✓	x	x	✓	x	✓	x	x
Little Chalfont Community Library	✓	x	x	✓	x	x	✓	x
South Bucks DC Office	✓	✓	✓	✓	✓	✓	✓	✓
Iver Heath Community Library	✓	✓	✓	✓	x	✓	x	x
Iver Parish Council Office & Community Library	x	✓	✓	✓	✓	✓	x	x
Burnham Community Library	✓	✓	✓	✓	✓	✓	✓	x
Farnham Common Community Library	✓	x	x	✓	x	✓	x	x

Appendix B – Map of Council Access Points Proposed

