

Access audit

Marlbury Civic Library, Market Walk



Client	Marlbury Borough Council
Building	Marlbury Civic Library, 3 Market Walk, Marlbury
Reference	RK-2026-0509
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Auditor	Hannah Petrakis

A: 7 B: 6 C: 3

[Sample report](#)

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1 Executive summary

Marlbury Civic Library is a two-storey public library of 1972 with a 2009 entrance extension. The ground floor is accessible to most visitors by a ramped entrance and the public areas are generally well laid out. The principal barriers are the first floor, which is reached only by stairs (the platform lift is out of service), the accessible WC, which is used for storage and has no assistance alarm, and the entrance door, whose opening force is above the recommended 30 N. Six priority A actions are listed in the action plan; most can be completed by management within the current financial year.

A: 7 **B: 6** **C: 3**

How to use this audit

The audit does not decide what is a reasonable adjustment: that depends on the duty holder's resources, the use of the building and the people who use it. It gives the duty holder the information to make that decision, to plan improvements and to show that access has been considered.

2 Introduction and method

This access audit of Marlbury Civic Library, 3 Market Walk, Marlbury (public building) was carried out on 06 May 2026. Its scope is the whole building. The audit follows the journey a disabled visitor or employee makes: arriving and parking, approaching the building, getting in, being received, moving around each floor, moving between floors, using the sanitary facilities, finding the way, seeing and hearing, and getting out in an emergency. It closes with the management arrangements that support physical access.

Features have been compared with the design guidance stated below (BS 8300-2:2018 and Approved Document M (Volume 2)). An existing building is not required to meet current guidance retrospectively; the comparison identifies where the building falls short of good practice so that the duty holder can decide what adjustments are reasonable.

Audit details

Duty holder / building manager	Marlbury Borough Council, Libraries Service	Accompanied by	Library manager
Floors and areas audited	Ground and first floors, public and staff areas, car park and approach	Areas not audited and why	Boiler room (no public or staff access)
Design guidance benchmark	BS 8300-2:2018 and Approved Document M (Volume 2)	Equipment used	Laser distance meter, door-force gauge, digital level, lux meter

2.1 How each item is assessed

Each feature in the audit tables carries a **compliance** status and, where action is needed, a **priority**, a recommendation and an indicative cost band. Compliance is recorded as one of: **Compliant** (meets the guidance), **Partially compliant** (meets it in part or with a workable management arrangement), **Non-compliant** (falls short and creates a barrier) or **Not applicable** (the feature is not present or not relevant). The priorities are:

Colour	Rating	Meaning
	A	High priority: the feature prevents or seriously restricts access, or creates a safety risk, for disabled people. Act now or at the first opportunity.
	B	Medium priority: the feature makes access difficult or undignified. Plan the work within the next maintenance cycle or budget round.
	C	Low priority: an improvement that is desirable but not critical. Build it into future refurbishment or replacement.

Indicative cost bands: **Nil** (management or procedure only), **Low** (minor works or equipment, typically under about £1,000), **Medium** (building works by a contractor, typically £1,000 to £10,000) and **High** (significant alteration, typically over £10,000). They are order-of-magnitude guides for budgeting, not estimates, and exclude fees and VAT.

This report records a non-destructive visual inspection carried out from the positions, and under the conditions, described in the methodology section. No parts of the building or asset were opened up, lifted, moved or tested unless the report says so. Concealed, covered, inaccessible or obstructed areas have not been inspected and we cannot confirm that they are free from defects. Observations describe the condition on the day of inspection only.

3 Arrival and parking

Table 3.1 — Arrival and parking

Ref	Item	Observation	Compliance	Priority	Recommendation	Cost band	Photo
1.1	Designated accessible parking bays	Two designated bays in the 24-space car park, 40 m from the entrance	Partial	B	Provide a third bay closer to the entrance	B	Photo 1.1
1.2	Bay size, markings and signage	Bays 2.4 m wide with 1.2 m hatched zone; signage faded	Partial	C	Repaint markings and renew the sign	A	Photo 1.2
1.3	Distance and route from bays to entrance	Level tarmac route with dropped kerb; no tactile paving	Partial	B	Install blister paving at the crossing	B	Photo 1.3
1.4	Setting-down point	No designated setting-down point	No	C	Mark a setting-down bay by the entrance	A	Photo 1.4
1.5	Public transport stop and street approach	Bus stop 80 m away; pavement in good condition	Yes		None		

Photograph 1 — Principal entrance (arrival)



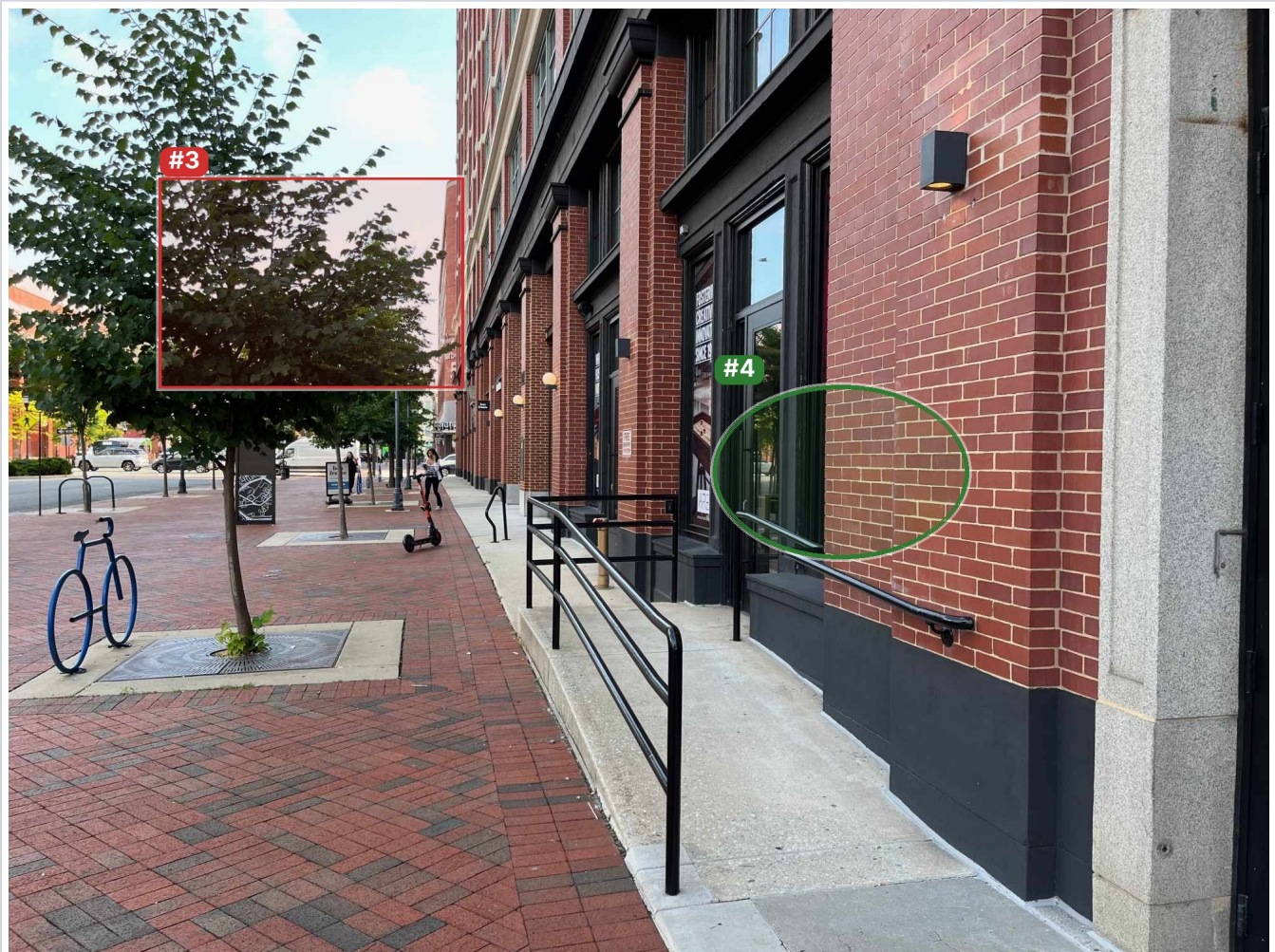
#	Rating	Fault type
#1	A	Door opening force
Barrier: 45 N opening force on the entrance doors. Effect: many disabled visitors cannot open the door unaided. Recommendation: adjust the closers to 30 N or fit a power-assisted opener.		
#2	B	Loose matting
Replace the loose coir mat with recessed matting.		

4 Approach routes

Table 4.1 — Approach routes

Ref	Item	Observation	Compliance	Priority	Recommendation	Cost band	Photo
2.1	Path width, surface and gradient	Paved path 1.8 m wide, gradient 1:25 maximum	Yes		None		
2.2	Dropped kerbs and tactile paving	Dropped kerb present; no tactile paving	Partial	B	Install tactile paving	B	Photo 2.2
2.3	External steps, nosings and handrails	Four external steps with handrails one side only; nosings not contrasted	No	A	Fit second handrail and contrasting nosings	B	Photo 2.3
2.4	External ramps, landings and handrails	Ramp 1:15, 1.5 m wide, landings compliant, handrails both sides	Yes		None		
2.5	Obstructions, street furniture and overhangs	Cycle stands partly obstruct the path	Partial	C	Relocate stands	A	Photo 2.5
2.6	External lighting	Two bollard lights; 15 lux at the ramp	Partial	B	Improve lighting to 100 lux	B	Photo 2.6

Photograph 2 — External steps and ramp (approach)



#	Rating	Fault type
#3	A	Step nosings
Barrier: nosings not visually contrasted and a handrail on one side only. Recommendation: fit 55 mm contrasting nosings and a second handrail.		
#4	C	Obstruction
Relocate the cycle stands clear of the path.		

5 Entrances and doors

Table 5.1 — Entrances and doors

Ref	Item	Observation	Compliance	Priority	Recommendation	Cost band	Photo
3.1	Principal entrance: level threshold and landing	Level threshold; landing 1.5 m x 1.5 m	Yes		None		
3.2	Entrance door: clear width and opening force	Clear width 900 mm; opening force 45 N	No	A	Adjust closer or fit power-assisted opener	B	Photo 3.2
3.3	Door type, automation and controls	Manual double doors with closers	Partial	B	Fit automatic opener	B	Photo 3.3
3.4	Vision panels, manifestation and contrast	Vision panels and manifestation present and contrasting	Yes		None		
3.5	Entry system, intercom and bell height	No entry system; staffed desk	Yes		None		
3.6	Lobby size and matting	Lobby 2.2 m deep; loose coir mat is a trip hazard	Partial	B	Replace with recessed matting	B	Photo 3.6
3.7	Internal doors: width, force, handles and contrast	Internal doors 850 mm clear; lever handles; contrast fair	Partial	C	Improve contrast on repainting	A	Photo 3.7

Photograph 3 — Internal stair (entrances)



#	Rating	Fault type
#5	B	Handrail extensions
Extend both handrails 300 mm beyond the top and bottom steps and fit contrasting nosings.		

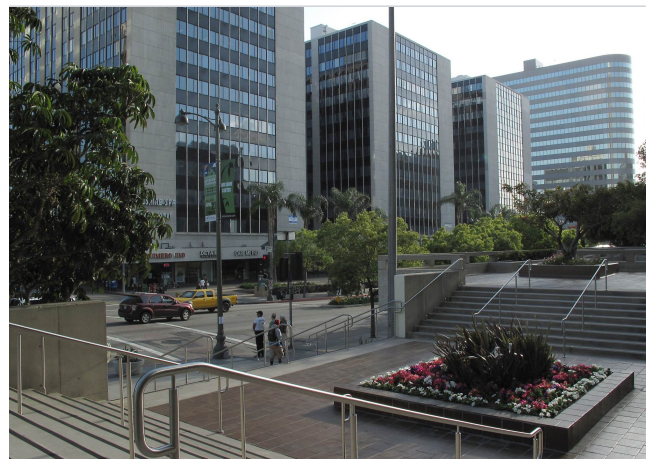
6 Reception

Table 6.1 — Reception

Ref	Item	Observation	Compliance	Priority	Recommendation	Cost band	Photo
4.1	Reception desk height and knee recess	Desk 1,050 mm high; no lowered section or knee recess	No	B	Provide lowered section with knee recess	B	Photo 4.1
4.2	Hearing enhancement at the desk	Loop fitted but switched off and untested	Partial	A	Test and switch on; display the symbol	A	Photo 4.2
4.3	Waiting area seating and space	Seating with armrests; 1.5 m turning space	Yes		None		
4.4	Visitor information and sign-in	Large-print and digital sign-in available	Yes		None		



Principal entrance ramp and steps



Entrance doors and manifestation



Steps with contrasting nosings



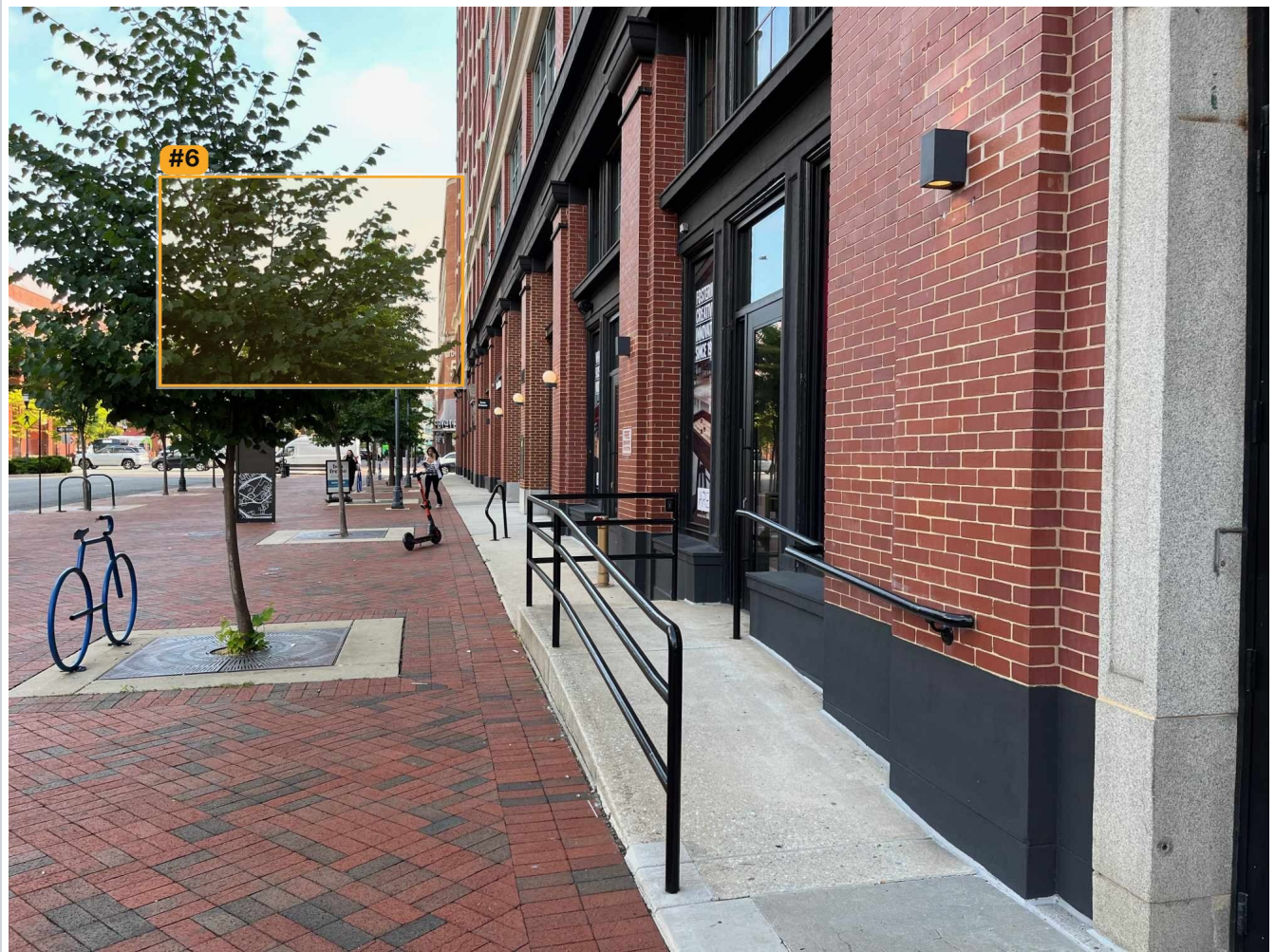
Accessible route from the car park

7 Horizontal circulation

Table 7.1 — Horizontal circulation

Ref	Item	Observation	Compliance	Priority	Recommendation	Cost band	Photo
5.1	Corridor widths and passing places	Corridors 1.5 m to 2.0 m wide	Yes		None		
5.2	Floor finishes, slip resistance and level changes	Carpet tiles and vinyl; one unmarked 20 mm step at the stock room	Partial	B	Form a short ramp and mark the edge	B	Photo 5.2
5.3	Doors on the route: width, force and closers	Fire doors on closers with 35 N force	Partial	B	Fit free-swing closers	B	Photo 5.3
5.4	Projections, obstructions and storage	Book trolleys stored in the corridor	Partial	A	Relocate storage	A	Photo 5.4
5.5	Rooms and workstations: space to manoeuvre	Study tables with 1.2 m clear access	Yes		None		
5.6	Switches, sockets and controls: height and contrast	Switches at 1,200 mm; sockets at 450 mm; contrast poor	Partial	C	Fit contrasting plates on refurbishment	A	Photo 5.6

Photograph 4 — Accessible route (horizontal)



#	Rating	Fault type
#6	B	Level change
Unmarked 20 mm step at the stock room; form a short ramp and mark the edge.		

8 Vertical circulation

Table 8.1 — Vertical circulation

Ref	Item	Observation	Compliance	Priority	Recommendation	Cost band	Photo
6.1	Stairs: going, rise, nosings and contrast	Going 280 mm, rise 170 mm; nosings not contrasted	Partial	A	Fit contrasting nosings	B	Photo 6.1
6.2	Stairs: handrails both sides, extensions and grip	Handrails both sides, 900 mm high, no extensions	Partial	B	Extend handrails 300 mm	B	Photo 6.2
6.3	Stairs: landings, lighting and hazard warning	Landings adequate; 120 lux	Yes		None		
6.4	Passenger lift: car size, doors and landing space	No passenger lift	No		See 6.6		
6.5	Lift controls, audible and visual signals, handrail and mirror	Not applicable	N/A		None		
6.6	Platform lift or stairlift (where provided)	Platform lift out of service since January 2026	No	A	Repair and maintain under contract	B	Photo 6.6
6.7	Internal ramps: gradient, length, landings and handrails	No internal ramps	N/A		None		

Photograph 5 — Principal entrance (vertical)



#	Rating	Fault type
#7	A	Door opening force
Barrier: 45 N opening force on the entrance doors. Effect: many disabled visitors cannot open the door unaided. Recommendation: adjust the closers to 30 N or fit a power-assisted opener.		
#8	B	Loose matting
Replace the loose coir mat with recessed matting.		

9 Sanitary facilities

Table 9.1 — Sanitary facilities

Ref	Item	Observation	Compliance	Priority	Recommendation	Cost band	Photo
7.1	Accessible WC provision, location and travel distance	One accessible WC on the ground floor, 25 m from the entrance	Yes		None		
7.2	Accessible WC: room size, door and transfer space	Room 2.2 m x 1.6 m; door opens outward; transfer space obstructed by stored stock	Partial	A	Clear the room of storage	A	Photo 7.2
7.3	Accessible WC: pan, grab rails, basin and fittings	Pan, rails and basin to BS 8300 layout; flush on the closed side	Partial	B	Move the flush to the open side	B	Photo 7.3
7.4	Accessible WC: alarm, contrast and lighting	No assistance alarm; good contrast; 150 lux	No	A	Install an assistance alarm with reset	B	Photo 7.4
7.5	Ambulant cubicles and standard WCs	One ambulant cubicle in each WC	Yes		None		
7.6	Changing Places or shower facilities (where relevant)	Not provided; nearest Changing Places at the leisure centre 400 m away	Partial	C	Sign the nearest facility	A	Photo 7.6

Photograph 6 — External steps and ramp (sanitary)

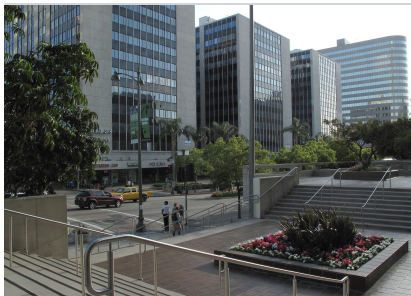


#	Rating	Fault type
#9	A	Step nosings
Barrier: nosings not visually contrasted and a handrail on one side only. Recommendation: fit 55 mm contrasting nosings and a second handrail.		
#10	C	Obstruction
Relocate the cycle stands clear of the path.		

10 Signage and wayfinding

Table 10.1 — Signage and wayfinding

Ref	Item	Observation	Compliance	Priority	Recommendation	Cost band	Photo
8.1	External and entrance signage	Entrance sign clear and well lit	Yes		None		
8.2	Directional signage and floor identification	Directional signs present; floor identification missing on the stair	Partial	C	Add floor signs	A	Photo 8.2
8.3	Room and door signs: height, contrast, tactile and braille	Room signs at 1,500 mm with good contrast; no tactile or braille	Partial	C	Fit tactile signs on refurbishment	B	Photo 8.3
8.4	Accessible facilities signed from the entrance	Accessible WC signed from the entrance	Yes		None		
8.5	Maps, directories and digital information	Website has no access information	No	B	Publish an access statement	A	Photo 8.5



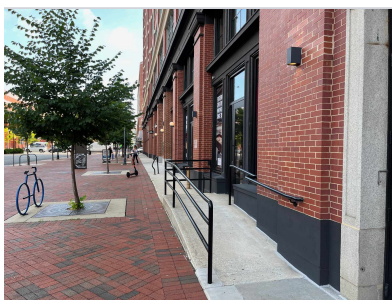
Handrail detail



Internal stair



Principal entrance ramp and steps



Entrance doors and manifestation

11 Lighting and acoustics

Table 11.1 — *Lighting and acoustics*

Ref	Item	Observation	Compliance	Priority	Recommendation	Cost band	Photo
9.1	Lighting levels on routes, stairs and at desks	150 to 300 lux throughout	Yes		None		
9.2	Glare, shadows and uniformity	Some glare from the south windows at the study tables	Partial	C	Fit blinds	A	Photo 9.2
9.3	Visual contrast of surfaces, doors and fittings	Doors and frames contrast adequately; skirtings do not	Partial	C	Improve on redecoration	A	Photo 9.3
9.4	Acoustics: reverberation and background noise	Reverberant children's area	Partial	C	Add acoustic panels	B	Photo 9.4
9.5	Hearing enhancement in meeting and service areas	Loop at the desk only	Partial	B	Provide a portable loop for the meeting room	A	Photo 9.5

12 Means of escape

Table 12.1 — Means of escape

Ref	Item	Observation	Compliance	Priority	Recommendation	Cost band	Photo
10.1	Escape routes: width, doors and level changes	Two protected routes 1.1 m wide; level final exits	Yes		None		
10.2	Refuges: provision, size and communication	Refuge on the first-floor landing with intercom	Yes		None		
10.3	Evacuation lifts or evacuation chairs	Evacuation chair provided; staff not trained	Partial	A	Train staff	A	Photo 10.3
10.4	Alarm: audible and visual coverage	Audible alarm throughout; no visual alarm in the WCs	Partial	B	Fit visual alarms in WCs	B	Photo 10.4
10.5	Personal emergency evacuation plans	No PEEP process	No	A	Introduce PEEPs for regular visitors	A	Photo 10.5
10.6	Final exits and assembly point access	Assembly point across a level car park	Yes		None		

Fire safety

The means-of-escape items record whether disabled people can leave the building safely. They do not replace the building's fire risk assessment, and any priority A item in this section should be raised with the responsible person without waiting for the rest of the action plan.

13 Management and staff awareness

Management arrangements

Item	Result	Note
Access or inclusion policy in place and published	 Pass	Council-wide policy 2024
Named person responsible for access issues	 Pass	
Staff trained in disability awareness and assisting visitors	 Pass	Annual e-learning
Pre-visit access information available (website, booking)	 Fail	Not on the website
Assistance dogs welcomed and provided for	 Pass	
Hearing enhancement systems tested and signed	 Fail	Loop switched off
Accessible WC kept clear and alarm response arranged	 Pass	
Evacuation procedure covers disabled occupants and visitors	 Pass	
Lifts and platform lifts maintained with breakdown procedure	 Pass	
Complaints and feedback route for access problems	 Pass	

Management arrangements are good: staff receive annual disability awareness training and a hearing loop is fitted at the desk, although it had not been tested this year. Quick wins at no cost are to clear the accessible WC of storage, switch on the loop and publish the access statement on the council website.

14 Priority summary and action plan

A: 7 B: 6 C: 3

#	Location	Rating	Type	Summary
#1	Photograph 1 — Principal entrance	A	Door opening force	Barrier: 45 N opening force on the entrance doors. Effect: many disabled visitors cannot open the door unaided. Recommendation: adjust the closers to 30 N or...
#3	Photograph 2 — External steps and ramp	A	Step nosings	Barrier: nosings not visually contrasted and a handrail on one side only. Recommendation: fit 55 mm contrasting nosings and a second handrail.
#7	Photograph 5 — Principal entrance	A	Door opening force	Barrier: 45 N opening force on the entrance doors. Effect: many disabled visitors cannot open the door unaided. Recommendation: adjust the closers to 30 N or...
#9	Photograph 6 — External steps and ramp	A	Step nosings	Barrier: nosings not visually contrasted and a handrail on one side only. Recommendation: fit 55 mm contrasting nosings and a second handrail.
1	Platform lift — Ground to first floor	A		Out of service since January 2026; first floor inaccessible to wheelchair users.
2	Accessible WC — Ground floor	A		Used for storage; no assistance alarm.
3	Entrance door — Principal entrance	A		Opening force 45 N.
#2	Photograph 1 — Principal entrance	B	Loose matting	Replace the loose coir mat with recessed matting.
#5	Photograph 3 — Internal stair	B	Handrail extensions	Extend both handrails 300 mm beyond the top and bottom steps and fit contrasting nosings.
#6	Photograph 4 — Accessible route	B	Level change	Unmarked 20 mm step at the stock room; form a short ramp and mark the edge.
#8	Photograph 5 — Principal entrance	B	Loose matting	Replace the loose coir mat with recessed matting.
4	Main stair — Ground to first floor	B		Nosings not contrasted; handrails without extensions.
5	Reception desk — Entrance	B		No lowered section.
#4	Photograph 2 — External steps and ramp	C	Obstruction	Relocate the cycle stands clear of the path.
#10	Photograph 6 — External steps and ramp	C	Obstruction	Relocate the cycle stands clear of the path.
6	Tactile and braille signage — Throughout	C		Room signs not tactile.

The action plan below brings together every item that needs action, in priority order. The **Ref** column carries the audit item reference; **Element** names the feature; **Condition / description** restates the barrier; **Rating** is the A/B/C priority; **Recommended action** is the recommendation; **Timescale** suggests when; and **Cost** flags items that will need a budget. Use the Location column for the floor or room.

Ref	Element	Location	Condition / description	Rating	Recommended action	Timescale	Cost	Photo
1	Platform lift	Ground to first floor	Out of service since January 2026; first floor inaccessible to wheelchair users.	A	Repair and place under a maintenance contract	Within 3 months	£	 Photo 3 , Photo 5
2	Accessible WC	Ground floor	Used for storage; no assistance alarm.	A	Clear the room; install an alarm	Within 3 months	£	 Photo 6
3	Entrance door	Principal entrance	Opening force 45 N.	A	Adjust closer or fit a power-assisted opener	Within 3 months	£	
4	Main stair	Ground to first floor	Nosings not contrasted; handrails without extensions.	B	Fit contrasting nosings and extend the handrails	Next budget round	£	
5	Reception desk	Entrance	No lowered section.	B	Provide a lowered section with knee recess	Next budget round	£	
6	Tactile and braille signage	Throughout	Room signs not tactile.	C	Replace signs on refurbishment	Future refurbishment		

Immediate management actions: clear the accessible WC, test the loop and the alarm, and arrange repair of the platform lift. Next budget round: adjust the entrance door closer or fit a power-assisted opener, fit contrasting nosings to the main stair and install an assistance alarm. Future refurbishment: lower a section of the reception desk, replace the entrance matting and improve the external lighting on the approach.

15 Declaration and signature

This audit records the condition and accessibility of the building as found on the audit date and the auditor's opinion of the priorities. It identifies barriers and suggests improvements; whether and when to carry them out is a decision for the duty holder, who should consult the people who use the building.

This audit records the position on the day of the visit against the guidance named in the report. It is not a statement of legal compliance; the duty holder should take advice on reasonable adjustments.

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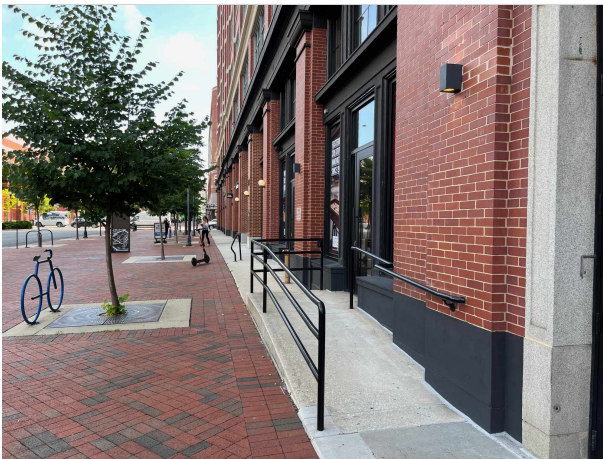
Appendix A — Photographs



Steps with contrasting nosings



Accessible route from the car park



Handrail detail



Internal stair