

- Sympathetic design to support multi use offering a range of flexible spaces that enable a wide range of complementary experiences/activities to take place simultaneously without competition or conflict with each other.
- Promotes visibility by providing customers with a good view of all floors, a generous reception area (or landing area) with clear circulation routes.
- Neutral décor but with clearly defined areas using furniture/shelving for colour zoning or visible signage to maximise customer 'Way Finding'
- DDA assessed corporate colour palate for Libraries and One Stop Shops to be used where appropriate
- Quiet and busy zones to be appropriately positioned to maximise noise reduction to accommodate both quiet or privacy zones as well as vibrant activities
- Degree of separation between zones to ensure safe environments particularly for children and the more vulnerable
- DDA access and disability facilities appropriately located across the space (hearing loops etc.)
- Appropriate design to accommodate for quick self-service or mediated transactions and the more complex or confidential enquiries
- A smooth customer experience with a clear patron path that is easy to navigate and intuitive to customer use
- A simple furniture layout for ease of usability and navigation ensuring good display techniques – e.g. lighting and few visual obstructions – e.g. low shelving and furniture that is moveable, adaptable and flexible as well as suitable for all customer cohorts and variable usages