

Natwest/The Royal Bank of Scotland – Branch design

Our Points of Presence branches promote self-service and assisted financial services using automation and staff operated open counters.

Access & Design Statement

SITE ADDRESS:	<i>NatWest Rustington, 154 The Street, Rustington, BN16 3ZZ</i>
DATE:	<i>14.04. 2015</i>
APPLICANTS DETAILS:	<i>Mr Alan Finlayson Royal Bank of Scotland 1st Floor Younger Building Edinburgh EH12 4NA</i>
AGENTS DETAILS:	<i>Lola Roca jmarshitects 64 Queen Street Edinburgh EH2 4NA</i>
TELEPHONE NO:	

DESCRIPTION OF DEVELOPMENT: Reconfiguration of existing branch to improve services and layout. New external signage and branding.
Replacement of 1no external ATM machine.

PHILOSOPHY AND APPROACH: We are committed to deliver an appropriate, improved and accessible personal service and banking experience for our customers and staff through our Points of Presence initiative. We value our connection with the locality, and its community, and have improved financial transaction support to local businesses.

1. Access into the building Access to Natwest Rustington is through The Street and the branch has level DDA compliant access.

2. Navigating our Branches

We promote clear way-finding throughout the branch by deploying a change of floor finish to help with navigation and delineate the pace of transactions. We use hard flooring in 'fast traffic' areas, such as self service automation, and carpeted areas for longer dwell time. Interior paint treatments are considered, and applied, to aid and assist visually impaired customers, and staff, to navigate around the branch.

3. Access to services

Our branches deliver fully accessible services through automation and serviced open counters. They include approved DDA & ergonomic features. Induction loops are integrated at consultation areas both within the Banking hall and meeting rooms and all other equipment is made available to the user where appropriate. These include Chip & Pin devices, iPads and Cash deposit machines.

It is RBS Group policy to provide access for customers and staff to all services, and should there be any special request or requirement, a member of staff will be on hand to support and to make sure that the customer is assisted as necessary, and reasonable adjustment can be made to accommodate specific staff needs.

4. Counter desk facilities

The "hip to hip" open counter service is provided at the TCR Desk, which allows direct contact between the staff and customer and removes the barrier of traditional style counter. Should a wheelchair accessible writing surface be needed, a lift up table is fixed to the side of the desk. Our 'Mini Consult' Units also have this facility. Both include an induction Loop within the desk top equipment.

5. Consultation Spaces

We ensure at least one meeting room is available for customers who require level access and ample space in which to circulate. All consultation spaces have induction loops. The furniture is designed and selected to support a variety of needs as required under the Equality act, both in formal consultation space and open seating areas.

6. Leaving the building

Exiting the branch is through the entrance described above.

Design Statement

Context: Natwest Rustington is located at 154 The Street in Rustington. The branch is within the city center and it is surrounded by many banks, shops and cafes.

Site: Access to the branch is obtained directly from High Street North. Customer and Staff parking is not available on site, but public transport links are close to the branch.

Design Intent: Natwest are committed to delivering an appropriate, improved and accessible personal service and banking experience for our customers and staff. This has identified a need to improve each branch with better brand graphics externally to allow for easier banking and provide more obvious advertising of the services available within. The external appearance of the building will be improved with a deep clean using a non-abrasive treatment to remove discolouration and staining. Redecoration of existing surfaces and replacement of existing branding with new modern signage which will be in keeping with the scale of the façade.

Internally the aim is to reconfigure where necessary, upgrade current banking automation and to redecorate to produce a space which is far more homely and inviting to customers, while providing an improved working environment for staff.