## **Question 1: Which of the three options do consultees favour, and why?:**

20% across all channels.

There should be 20% because I know many people who are visually impaired and use this facility.

## **Question 2: Do consultees have any further suggestions for future access service provision? If so please provide the rationale for these suggestions:**

## **Comments:**

RNIB member of staff assisted in me in completing this form.