

Date Published: 27 September 2013



## **BRACKNELL FOREST ACCESS GROUP**

**02 OCTOBER 2013**

### **SUPPLEMENTARY PAPERS**

**TO: ALL MEMBERS OF THE BRACKNELL FOREST ACCESS GROUP**

The following papers have been added to the agenda for the above meeting.

These were not available for publication with the rest of the agenda.

Alison Sanders  
Director of Corporate Services

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<b>5. BRACKNELL FOREST ACCESS GROUP EVENT FEEDBACK</b>	1 - 16
To receive feedback from the Bracknell Forest Access Group Conference held on 16 July 2013 and to agree a way forward.	

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**TO: BRACKNELL FOREST ACCESS GROUP  
02 OCTOBER 2013**

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## **ACCESS CONFERENCE FEEDBACK Director of Corporate Services**

### **1 PURPOSE OF REPORT**

- 1.1 To provide the Bracknell Forest Access Group with feedback from the Bracknell Forest Access Group Conference held on the morning of 19 July 2013 at Easthampstead Baptist Church and to agree the way forward. This paper provides a post-event summary including details of the scale and take-up of the event, feedback received and thoughts for the future.

### **2 RECOMMENDATIONS**

#### **2.1 That the Bracknell Forest Access Group:**

- i. Note the contents of the report and approves it use as the basis for the production of a conference report for delegates**
- ii. Delegate authority to develop and finalise the format and content of a Retailer Guide to a small working group**
- iii. Approve the development of an action plan to incorporate other key actions suggested at the conference.**

### **3 REASONS FOR RECOMMENDATIONS**

- 3.1 The proposed way forward would if implemented help to improve and enhance the experience of everyone who makes use of the Borough's shops and services and help contribute towards achieving the Borough Council's vision "To make Bracknell Forest a place where all people can thrive; living, learning and working in a clean, safe and healthy environment."

### **4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None at this time.

### **5 SUPPORTING INFORMATION**

#### **Event details, scale and take-up**

- 5.1 A review of the Bracknell Forest Access Group (formerly the Access Advisory Panel) carried out in the latter part of 2012 highlighted that a number of people thought that an annual half day conference with speakers and workshops focusing on issues and concerns from a disabled persons perspective could be a productive way forward for the Panel. It was subsequently agreed that the Access Group would host a half day conference in July 2013.

- 5.2 Initial discussions over the content of the event highlighted the Group's view that it should provide both networking opportunities and the opportunity to gather views from a wider audience which could then be used to drive the agenda of future Group meetings. It was also agreed that the conference would be organised in partnership with the Council's Adult Social Care, Health and Housing (ASCH&H) Department.
- 5.3 It was agreed that the main intention aim of the event would be two fold; firstly to showcase the regeneration of Bracknell town centre and look at ways in which it could be made as accessible as possible and secondly to ascertain the extent of support for the development of a guide to help retailers and service providers improve the experience of disabled residents and visitors to Bracknell Forest. It was also hoped that the event could be used to shape the future priorities and work of the Bracknell Forest Access Group. A range of information stands including: Disabled Go, Bracknell Forest Voluntary Action, Forest Care and Bracknell Forest Council Housing Adaption support were also made available during the day
- 5.4 In terms of attendance it was initially envisaged that 50 people would be the optimum number of delegates to enable active and engaged discussion from a range of people whilst still being manageable. Following extensive marketing through press releases, direct targeting of known groups and poster distribution 71 people attended the event which took place on the morning of 19 July 2013 at Easthampstead Baptist Church.
- 5.5 The Event was chaired by the Chairman of the Bracknell Forest Access Group and opened by the Mayor and Leader of Bracknell Forest Council. During the first session the team of Consultants working for the Bracknell Regeneration Partnership on the design of the regenerated town centre were invited to give a presentation on the design work for the regenerated town centre so far and to explain the work that was taking place to ensure that the regenerated town centre was as accessible as possible to all residents. This was followed by a question and answer session when attendees were able to raise concerns and ideas for further development with the Regeneration Team.
- 5.6 Key features of the regenerated town centre would include the installation of new lifts and inclined walkways to help those with mobility problems negotiate the incline changes through the town centre, more fully accessible toilets designed to disability standards and with alarms that were both visual and audible, the installation of directional totem poles displaying a range of information in a range of formats including Braille and a range of outdoor seating would be spread throughout the town centre. There would be permanent outdoor seating areas outside cafes and restaurants which would be clearly demarcated. At all times there would be a 4 metre wide clear route running through the town centre to enable emergency access and a 'silver thread' would be introduced into paths to indicate fully accessible routes through the town centre. A summary of the feedback received from the Question and Answer session can be found in Annex 1.
- 5.7 In his opening address, the Leader of Bracknell Forest Council expressed the aspiration that the whole of the Borough was a beacon for disability access and it was around this vision that the second session was based. John Piasecki, former Chairman of the Wokingham Area Access Group, was invited to talk about the work that had taken place in Wokingham to develop a booklet and DVD that could be used by retailers to make their premises more disability friendly. Attendees were then asked to work in groups to consider the following three questions:

- i. If Bracknell Forest was to produce a guide similar to Wokingham's, what should be included?
- ii. Can you give examples of good customer service you or others have experienced that you think that retailers or service providers could adopt or could be included in the guide?
- iii. can you give any examples of barriers to access that you, or people you know, have experienced? How have these been overcome? What tips could be included in the guide?

5.8 Delegates were broadly supportive of plans to develop a retailer guide for Bracknell Forest and a wide range of ideas and suggestions were put forward for consideration including:

#### Ideas for inclusion in the guide

- Advice to retailers on shop layout for example ensuring aisles are wide enough to enable wheelchair users to manoeuvre without difficulty and that goods are placed in easy to reach locations
- Ensuring that music was played at a level that did not cause problems for those with a hearing impairment
- Encouraging retailers to use a range of disabled groups and individuals to scrutinise ideas and products and to assist with staff training
- Encouraging staff to develop specialist skills for example sign language
- Developing staff mentoring schemes so that part time and temporary staff have a more experienced colleague who can provide advice and guidance when dealing with difficult situations
- Encouraging greater corporate social responsibility by freeing up staff to help in resource centres to help develop a greater understanding of the needs and wants of disabled people
- Using clear visual signs to signpost services for example pictures of cups and saucers to indicate refreshment facilities

#### Examples of good customer service

- Shops providing help with shopping and packing for example Sainsbury provide a guided shopping service and will help carry shopping to cars if requested
- Morrisons, Specsavers and Next provide greeters at the entrance to their stores to help with sign post customers
- Staff at a local sandwich shop come out to serve disabled customers at a pre-arranged table.

#### Examples of barriers to access

- Shops being too cluttered to get around easily with fragile goods displayed precariously
- It was reported that the ticket barriers at the entrance to Waitrose's car park were challenging for some people with physical disabilities to use.

5.9 Full feedback from session 2 can be found in Annex 2. However, it was noticeable that many of the suggestions and ideas put forward would, if implemented, help to improve and enhance the experience of everyone who makes use of the Borough's shops and services.

## **Feedback and Learning from the Event**

- 5.10 Delegates were asked to complete feedback forms and analysis of the 36 forms that were completed show that on the Event was well received. Everyone who completed a feedback form stated that they thought the venue was appropriate and that the catering provided was good.
- 5.11 With regard to the individual sessions, 35 of the 36 respondents felt that the Regeneration presentation was clear and all felt that the presentation was interesting and engaging. However, there was feedback that some of the language used by the Regeneration Team was too technical at times. 35 respondents agreed or strongly agreed that the workshop on the development of a Retailer Guide was interesting and thought provoking. 35 respondents felt engaged in the discussions and felt that they were able to have their say.
- 5.12 Following the Event, the working group that organised the event met to discuss its successes and identify any learning points that might be applied to future events. It was considered that the event had been well organised and that attendance levels had been good with a wide range of disabilities represented. It was also felt that the presentations had been well received and that the discussions had been lively with good engagement from all attendees.
- 5.13 The majority of the learning points identified related to minor administrative matters for example ensuring that water jugs were placed on group tables rather than being left at the back of the room, including a list of delegates in the delegate pack, introducing all participants on the question panel before the start of any question and answer sessions, ensuring that handouts were clear when printed in black and white and actively asking people if they needed any presentations and handouts in an alternative format. Alternative formats were available however they were placed on a table at the back of the room however no pro-active attempt was made to draw attention to their availability. The language used by speakers also needs to be made more accessible at any future events, although this is challenging when talking about some topics.
- 5.14 Notwithstanding these points, the working group agreed that the topics discussed were a major factor in the success of the event and that future events should only be held if it could be guaranteed that there were appropriate subjects to discuss and that the Bracknell Forest Access Group had a clear idea and understanding of what it wanted to achieve from a conference.

## **Way Forward**

- 5.15 There was clear support at the Event for the development and introduction of a Bracknell Forest Retailer Guide. Bracknell Regeneration Partnership has indicated that they would be supportive of the project. Initial discussion of the idea has identified the following points that would require consideration if the project was to go forward:
- It would be vital to have the support of retailers and to involve them in the development of a Retailer Guide
  - Any guide needs to take into account a wide range of disabilities

- What form should a Retailer Guide take? Should it be a booklet only or should a DVD be produced?

It is therefore recommended that the Bracknell Forest Access Group delegate authority to develop and finalise the content and format of a Retailer Guide to a small working group, made up of Council officers and two or three volunteers from the Bracknell Forest Access Group. Bracknell Regeneration Partnership has briefed the Town Centre Retailer Forum on the production of the guide and has offered to engage retailers and find out what they would like to see in the guide.

- 5.16 It is envisaged that the guide would be ready for distribution by the end of the current financial year (31 March 2014). Updates on its development would be given to future meetings of the Bracknell Forest Access Group.
- 5.17 A number specific issues were raised at the Event that will require consideration and input from either the Borough Council or Bracknell Regeneration Partnership and the groups is asked to approve officers developing an action plan with each action assigned a clear owner to ensure that these are addressed. The Regeneration Team would also be bringing further updates to future meetings of the Bracknell Forest Access Group as the regeneration of Bracknell town centre progresses.

#### **Budget and resourcing**

- 5.18 A budget of £4000 was available for both the event and any follow up work that the Bracknell Forest Access Group might want to take forward. A breakdown of spend to date is set out below:

Venue hire	£662.50
Catering	£440.00
Signers	£545
Printing/Publicity	£170
Transport	£75
Total Spend	£1892.50

This leaves £2107 to cover the cost of developing a Retailer Guide.

## **6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

### Borough Solicitor

- 6.1 Nothing to add to the report.

### Borough Treasurer

- 6.2 Nothing to add to the report.

### Equalities Impact Assessment

- 6.3 Not applicable.

### Strategic Risk Management Issues

- 6.4 None at this time.

Other Officers

6.5 Not applicable

**7 CONSULTATION**

7.1 It is expected that retailers, service providers and representatives from disability groups will be consulted during the development of a Retailer Guide.

Background Papers

None applicable

Contact for further information

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## **Bracknell Forest Access Group Event Feedback from Regeneration Question and Answer Session**

### Lifts

- Lifts in the town centre have been designed by the Access Consultants to meet British Standards and Building Regulations. They have been designed to accommodate mobility scooters
- Lifts located outside shops will be co-located near shallow ramps to enable full access should lifts be out of order or unavailable due to fires etc
- Maintenance contracts would be in place for all the lifts

### Signage

- Directional totem poles would contain a variety of information. Those with maps would include Braille. The possibility of using Braille on other signs would be explored
- All directional signs will be located in a clear and logical manner
- The possibility of including audio descriptors in signage was being explored as an option

### Handrails

- External hand rails would be kept clear at all times to prevent hands becoming trapped
- Handrails in shops would be built to current building regulations

### Disabled Toilets

- Lighting and alarms would be designed to meet current building regulations and so toilets would have visual and audible alarms
- Existing toilets would be upgraded to meet standards
- Plans were still in development with regard to access to the disabled toilets and this would be something that the Access Group would be asked for their opinions on

### Taxi Ranks and Bus Routes

- An additional taxi rank would be located in the vicinity of Waitrose
- The Bus Station would remain in its current location for the foreseeable future. Any renovation would be a decision for the Borough Council
- The continuation of the Shopmobility service where a mobility scooter is brought to a taxi rank or other drop off point would be a matter for Shopmobility
- The existing bus stop on the Ring in the Northern Retail Quarter would be relocated to two areas: in the vicinity of the Police Station and in the vicinity of the Red Lion Pub
- It was hoped that Real Time information systems would be incorporated into bus stops. Funding for this would be delivered by the Borough Council using Section 106 funds

### Staff Training

- Training of staff to assist specific groups for example the deaf had not yet been considered but the Access group would be approached for their input on this matter
- Once regenerated the town centre would be managed as a whole. Currently all of Princess Square's management team and security staff were first aid trained

### Delineation of Outside Spaces

- It was an aspiration that outside seating areas for restaurants and bars etc would be available all year round. Demarcation of these areas would be made very clear
- There would always be a clear 4 metre wide clear route running through the town centre to enable emergency access

### Disabled Car Parking

- No final decisions had yet been taken on the method of accessing and paying at car parks. Installation of an Automatic Number Plate Recognition based system was being considered as this removed the need for barriers

### Market Street

- Market Street fell outside the regeneration area however Bracknell Regeneration partnership would liaise with the land owner to look at how access to traders might be improved
- Improvement of the paving on Market Street, which was difficult for mobility scooters to negotiate, was a matter for the Borough Council

### Miscellaneous

- The Library would remain in its present location and would remain open throughout the regeneration. A new DDA compliant access route would be put in to enable continued level access
- Breakthrough would remain in Charles Square until the Spring 2014
- Make sure all new premises register with Disabled Go
- Around the town centre there are wall plaques etc i.e. corner of Crossway/ Broadway. Will they be saved?
- Regeneration is an opportunity to take things forward and do things better, make the most of it
- I find walking very difficult but I can (and do) use by bicycle. I would like to be able to cycle through the town centre
- Cyclists? How will they be accommodated? And kept separate from pedestrians?
- Totem height must be appropriate for people in wheelchairs/ disability scooters etc.
- Totem poles: audio much more important than Braille. Most blind and partially sighted people cannot read Braille
- Rest zones: are there seats?
- Priorities: Market Street needs to be a priority
- Reserve matters?, pedestrian permeability, Council lingo!, public realm, vision information, catering blocks, vertical circulation
- Need seats outside for people who need to sit down for a few minutes

- Colour for signs or large writing and picture to tell people with dementia, Alzheimer's, dyslexia
- Where is the war memorial? Any street art too?
- What are the floor surfaces? Some covered areas/ streets, but many open to elements
- What about volunteers to help orientate people like in hospitals? Especially when the town is new
- How will the timber elements be maintained? Many new developments are now faded and peeling, how can we prevent this happening and making the town look tired?
- Are the public toilets going to be open 24 hours a day? If a disabled toilet is close because of work in progress, will there be a notice somewhere? And the nearest one to that one is open and working?
- Bus stops at key access points to town and what about a Town Centre circular that goes around regularly?
- Social space (not purely commercial space) e.g. gardens and meeting areas?
- Taking away a lot of trees, are you putting trees back? Also some trees with name plaques by spiral slope, will that be replanted?
- Are any companies showing interest in occupying new shops?
- How accessible is the town centre from surrounding community centres?

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**DISABILITY AND ACCESS CONFERENCE 19 JULY 2013  
SESSION 2 – FULL WORKSHOP FEEDBACK**

**As Bracknell Forest is to produce a guide similar to Wokingham's, what should be included?**

- Core Principles (rather than each individual disability): realise impact of background noise, patient, understanding, speak in courtesy, speak to individual, keep language appropriate / simple, acceptable way to ask an individual with a disability
- Staff training in conjunction with guide, training involving someone with a disability
- If doing a DVD involve local disability groups in making it
- Consult with community when re-furbishing
- Start a 'Star' retailer award for service
- Include a premises 'rating' as given by individuals
- Dementia Friendly
- Lighting and sound
- Autistic Friendly
- Deliver appropriate service
- Please call toilets accessible, not disabled
- Can we indicate where the 'safe places' are on the totem maps in the town centre
- Large print
- Braille
- DVD with subtitles
- Accessibility for both guide and hearing dogs
- Identify changes of level around town
- Loud music is a problem when you have hearing impairments
- Should be available to everyone (on sale to public)
- Start talking to retailers about how they will cater for people with disabilities now before they open not after they open
- Pictures – more attractive / easier to follow
- Advice on layouts / colour schemes re difficulties experienced reading high / low levels
- Specialist training of staff – B. Sign Language (e.g. man. team)
- Guidance on equality / diversity
- Training on customer service – asking if need help then stepping back, if a disabled person ask if need help and then ok for them to say so
- Succession planning of training – management should always be aware of ways to help
- Awareness of customer presence – not talking about a night out
- People themselves know what they want – don't just speak to support staff
- Expectations from customer 'please bear with us, we are here to help'
- Display guide or poster on shop wall by tills so customers see respect is expected by staff and customers
- Basic understanding of dementia and other most common issues
- More pictures / posters
- Sticker in shop window / logo to show they comply with the guide
- Signs with opening times – easy to understand
- Ramps are important
- Shops need to take more time – need to be friendly, need to listen
- Sainsbury's are good
- Not too high on shelves
- Price tags / labels – bigger writing

- Hanging signing showing which Dept – should include pictures
- Speak more slowly
- Shop assistants should not go too fast when showing where things are
- Wide doors, wide aisles
- Keep clutter off the floor
- Clear access for scooters / wheelchairs
- Promotions restricting access – ask retailers to consider, keep aisles free
- Autism – guide for retailers, communication, music / lighting impact
- Thinks Wokingham's pamphlet is very good
- Alongside guide retailers should have access to people who are knowledgeable on disability issues
- Safe place scheme – raise awareness in retailers pamphlets
- Signs – consider access for blind people, Braille / maps
- Personal shopper (possibly based in Shopmobility)
- Autism

**Can you give examples of good customer service you or others have experienced for people with disabilities that you think other retailers or service providers could adopt/ be included in the guide?**

- Sainsbury's: help with shopping, help with money, help with packing, guided shopping
- Specsavers: clear reception area, greeters
- Next: greeters at door – Morrisons
- Providing seats when required
- Costa: regular customer, they know what you drink
- Shopmobility: delivering scooter
- Waitrose, Wokingham, for instance, staff have to be trained to recognise deaf / hard of hearing customers and to help
- Aisles in shops wide enough for scooters
- Hearing aid wearers need working loop equipment and staff trained to use it
- Under 'hearing impairment' and profoundly deaf, it is part of deaf culture to gain attention by tapping shoulder or elbow
- For deaf people, a writing pad and pencils (or sub-titles for DVDs)
- Name badges, greeting 'if you need some help speak to me'
- Signs on badges like languages on air stewards
- Prepared to be flexible / adaptable and open
- Its ok to say 'I don't understand you' but shop must be able to help
- Friendly reputation spreads
- People with disabilities could be volunteer 'mystery shoppers' and do a snag list
- Speak to disabled person, not only carer
- Where there are steps in Bentalls, they also provide a slope
- Library in town very good, particularly now if has a lift
- Engaging with voluntary organisations to do training – the people who know best (not just someone who has been on a course). Real people doing the training
- Got to listen to customers and look at them eye level
- McDonalds always offer to take my food to table if I'm on crutches
- A person at the door so when you walk in, you can ask for help when you walk in
- Staff should wear name badges
- Staff should greet / make eye contact
- Help with money – count out change
- Speak clearly and slowly when telling us how much we need to pay

- **2** – Best Service = Morrisons / Waitrose / Tesco
- Worst Service = WHSmith – talking on mobile while serving
- Take teas breaks too early
- Some shops do not give you enough space
- Experience of discriminating behaviour at The Point – spoke to manager but no security staff
- Some shops sell fireworks to young kids – they should stick to what they have committed to do / the rules
- Should let people use the toilet even if they are not buying anything – McDonalds do but Burger King do not
- Keep accessible toilets for people who need them and actually have a disability
- Autism awareness
- Favourite shops – Sainsbury's, Tesco and New Look
- Waitrose is a good example of good customer services – you can always find an assistant who will take you to where you want to go and ask if anything else; would like other retailers to adopt

**Have people on your table experienced barriers to access and if so how have they managed to overcome these. What tips could this provide for the guide?**

- Too much clutter to get around store
- No clear direction through store
- Fragile goods precariously displayed (children buggy/ mobility scooter etc)
- Not having automatic doors
- Aisle width between displays
- Sufficient public seating
- Sufficient hearing loop systems
- Reflective light for glass
- Parking right in residential areas so disabled access is restricted
- ATMs for wheelchair users
- Poor experience – grumpy shoppers just like everyone else
- Visual signs which mean something e.g. cups and saucers for tea / coffee
- Shop mobility – extend to volunteer shoppers and escorts around town, and carrying support to shops and venue
- 'Step less' trail around town – good idea, coloured routes, dementia friendly
- Well maintained block paving
- Decent non-slip surfaces
- Hard and knobbly surfaces hurt feet – non-slip strips better – well maintained and replaced for grip and reflectivity
- Thames Travel drivers are usually very friendly – same driver, same route
- Bus station cafe – very good experiences of customers, services great
- Build less busy / calm areas as shopping can be overwhelming
- Flat surfaces are needed to get around
- Bus stops – need to make sure bus stops at key points in town
- A free and very regular shuttle service around town such as a golf buggy
- Cycle paths further into town as some with mobility problems use bikes to get around and cannot walk from bus station to Waitrose
- Bus timetables are currently too high if you have problems with sight impairments
- Signs telling you where the disabled WC is should be with disabled parking
- Should be more seats in shops

- Once regeneration is finished – should be a method for feeding back any issues that arise
- More toilets – less together but spread around town rather than lots just in one place
- Issues discussed today should be relevant for the whole of the town centre, not just the regenerated area
- Bad customer service at Waitrose – cannot get through barriers at car park – tickets too high
- Good – sandwich shop staff come out to a disabled client on a pre-arrangement sign
- Sainsbury's, Camberley willing to carry shopping
- **3** – Other customers are sometimes rude – management do not do anything about it
- Sometimes staff do not understand what we have said – they need to check back and make sure they have understood
- Shopkeeper being rude – telling us what to do and what to buy. Feel pressured into buying things. Do not listen to us, when we say 'no, we do not want something'
- Customers swearing in the shop – the management should deal with it
- People have been really helpful and considerate when I am using my scooter. They were not as considerate when I had a walker
- Bad practice – Aldi basket, packing shelf

### General Comments

- Politeness and courtesy, basic and works both ways
- Wheelchair users are people and spend money in your shops
- Basic service training
- Young people / new employees: experience at work of exposure to disabled people / hidden disability – not so afraid, overcome, embarrassment, ability to explain the services and products – dyslexia / autism.
- Training – do not know how to communicate, especially non-English native speakers, poor awareness of variety of different needs
- Its difficult for people to know if you have a disability, so people with disabilities should feel OK to disclose, don't always need a card
- Some kind of accreditation like Disabled Go, process / annual check
- Somewhere to put walking sticks when sitting down
- For disability groups, maybe a wristband for individuals
- For hearing dog and blind dog users staff need to be aware so heavy shopping bags can be carried out to car
- Staff to be trained to use some sign language signs e.g. hello, are you ok?, need help, need taxi etc
- Taxi drivers need to be trained that hearing dogs and blind dogs must be given access
- Scooter highway needs to be available as deaf / hard of hearing people do not hear them coming
- Help stations with volunteers and personal shoppers for disabled people
- Safe lost points for children, wristbands to have phone number on for parent/ carer
- For disabled people, what about having volunteer electric buggies that take people to / from bus station, train station, taxi's
- Real assessments – not just squeaky wheels over next 12 months
- Ensuring carer support in place and needs met, stop falling through system, age issues, don't need to be old
- Leaflet – ensure range of varied groups and experience
- Use people like us to scrutinise the ideas and products – not just physical disability
- Training



- Way of making sure
- Start now, not just larger businesses
- Involve people and smaller organisations / businesses
- Paving and paths – maintain
- BFC booklet for all disabled services, transparent and make sure things are promoted at point of need, should not have to look hard for information
- People with disabilities are not stupid
- Put products at accessible levels
- Shopper / helper – like supermarket model of Tesco and Waitrose
- Why can't they (i.e. Tesco / Waitrose) train other retailers?
- It can be done in small shops too
- Long leads for chip and pin and cut out counters e.g. banks
- Head phone jacks for payment devices especially banks
- Automatic doors slower and sliding doors
- Cost of providing help has to be offset against benefits to shop – better service – repeat customer / new customers
- Town Centre Management to offer training to all shops (mass training sessions)
- Part time staff mentored by full time staff
- Encourage Corporate Social Responsibility – freeing up staff and spend a few hours in resource centre to get a greater understanding of needs / wants etc
- Appointed mentors e.g. security staff to support people
- If improving for disabled people then improving for everyone
- Silver band – good idea, maybe use other coloured off shoots, maybe include more information in silver band, could look like water to someone with Dementia, is it a good colour for visual impairments
- Totem pole with button explaining silver guide?
- Need to consider link from bus / train station to main centre for disabled and older people
- Is town centre going to be policed at night? CCTV. Street furniture is lovely but could get ruined
- Street furniture, can it be replaced / repaired easily? Not one-off
- Places to lock bike
- Car parking fees need to be reasonable, other people tempted to park on streets. Will it be max 3 hours? Need more
- Make sure vehicle recognition works. Peel centre unreliable
- Not sure block seating. Need more with backs / arms to help older people, add backs to block seating?
- Clock fountain – keep it, good
- Like all the green being brought into the town centre
- Glad you are addressing the wind issue
- What will happen to wildlife around the town?
- No steps / ridges at threshold of shops
- Dementia friendly, no large black mats
- Will council tax go up to fund this?
- We would like charity shops back in the town centre
- Balance of shops appeal to people on all levels of income
- Use e-card to pay for parking etc – loyalty scheme e.g. park 10 times, get ones free
- New e-card, would like better 'rewards' linked to town centre
- CCTV in town centre
- Access includes child / buggy friendly, somewhere to leave children supervised (like in Fleet)
- Safe child scheme (e.g. Festival Place, Basingstoke)

- Town Signage – need big writing and visual clues e.g. pictures, symbols, logos
- Level access from bus to shops i.e. pushing manual wheelchairs or on crutches
- Electric buggies at certain points like a station where something like golf cart can take people from bus / train to shops
- Wide aisles in shops for scooters / prams
- Automatic / wider doors
- Perhaps use a radar scanner in shops for help i.e. to get something from top shelf. Scan card on post in aisle that will light up a light up top so staff can see you need help
- Safe point for kids
- Fitting of hearing loops in shops so people can hear with hearing aide
- Bus routes especially on Sunday, 'run around bus' to enable people to go to church for example
- Map for disabled access for walkers, scooters, volunteer services to help people, drop off points
- Scooters – short term loan scheme (with insurance) for people, for example, on holiday
- Staff training on awareness of disability and someone on each shift more specialist in disability
- Every shop to have somewhere to sit down
- Have cycle paths? What about scooters?
- If small shop, staff come out to help
- Number plate recognition is good for recognising the car but not specific people / roles e.g. volunteer drivers, would not cover unknown role
- Provision of more than one wide access and keep it open (tills)
- Catering for people who are colour blind
- Intro – schemes: published
  - look for visible signs
- Unobstructed handrail / seats in major shops
- Good practice – golf buggy idea for town centre
- Safe places scheme sticker larger on totem signage
- On computer terminal explain different disabilities organisation / information
- Information about radar keys inside disabled toilets
- Shopmobility calculating