

Date Published: 05 March 2019



BRACKNELL FOREST ACCESS GROUP

06 MARCH 2019

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.

Gill Vickers
Executive Director: Delivery

	Page No
3. UPDATE ON ACCESS TO COUNCIL SERVICES	3 - 12

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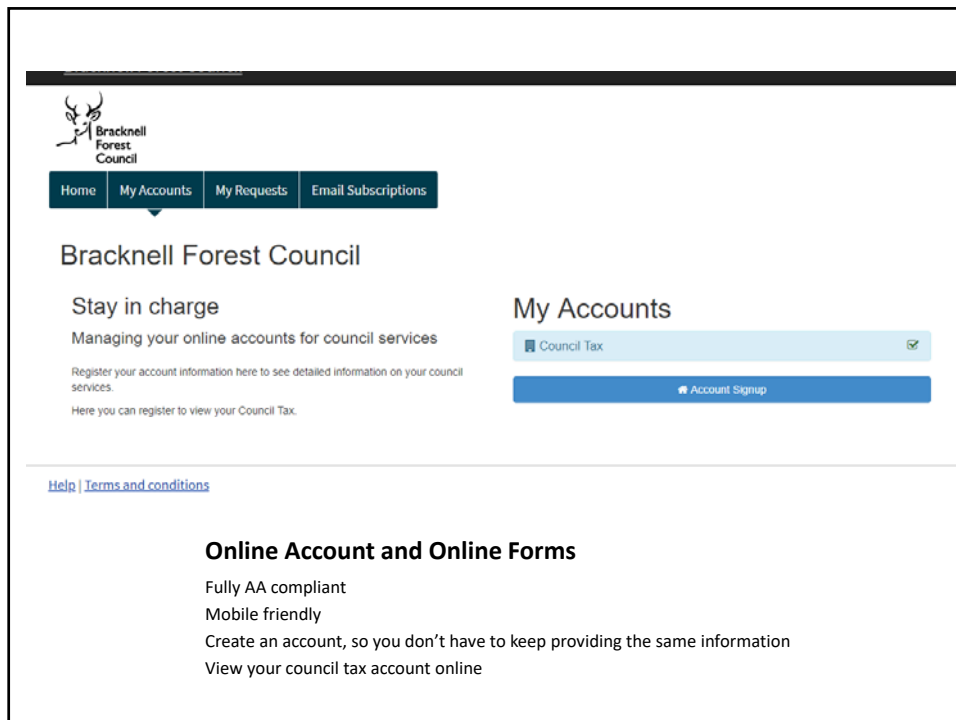
Access at Bracknell Forest Council

March 2019

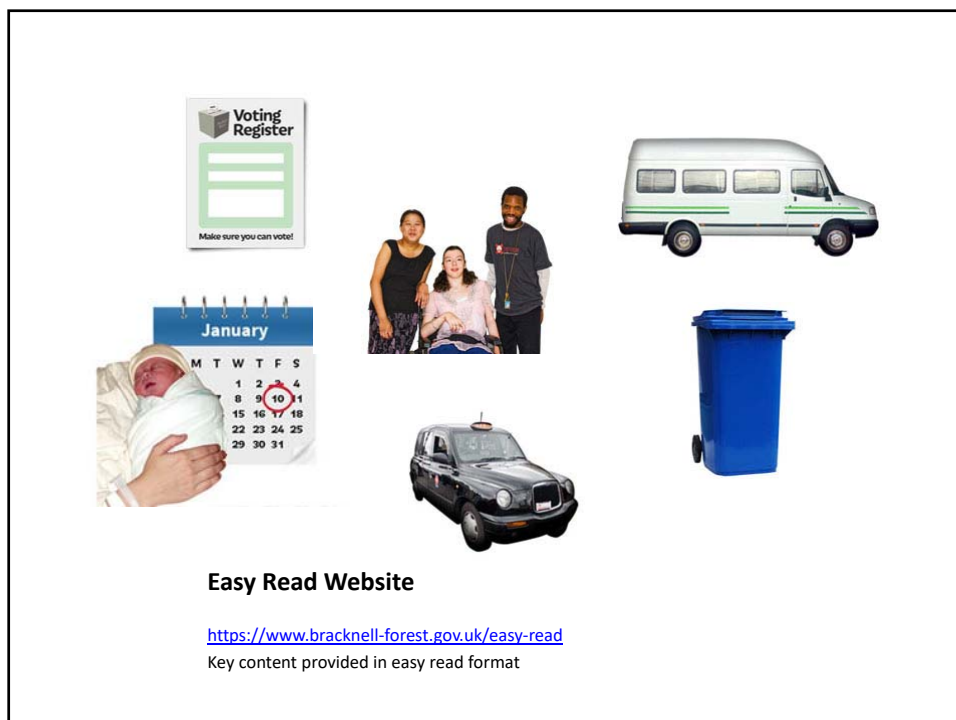


Website

AA accessibility standard
Tested annually by Shaw Trust
Mobile friendly



The screenshot shows the Bracknell Forest Council website. At the top left is the council's logo. A navigation menu includes 'Home', 'My Accounts', 'My Requests', and 'Email Subscriptions'. The main heading is 'Bracknell Forest Council'. Below it, the 'Stay in charge' section is titled 'Managing your online accounts for council services' and includes instructions on how to register and view accounts. To the right, the 'My Accounts' section shows a 'Council Tax' account with an 'Account Signup' button. A footer contains links for 'Help' and 'Terms and conditions'. A separate section titled 'Online Account and Online Forms' lists features like being 'Fully AA compliant' and 'Mobile friendly', and encourages users to create accounts to avoid repeating information.

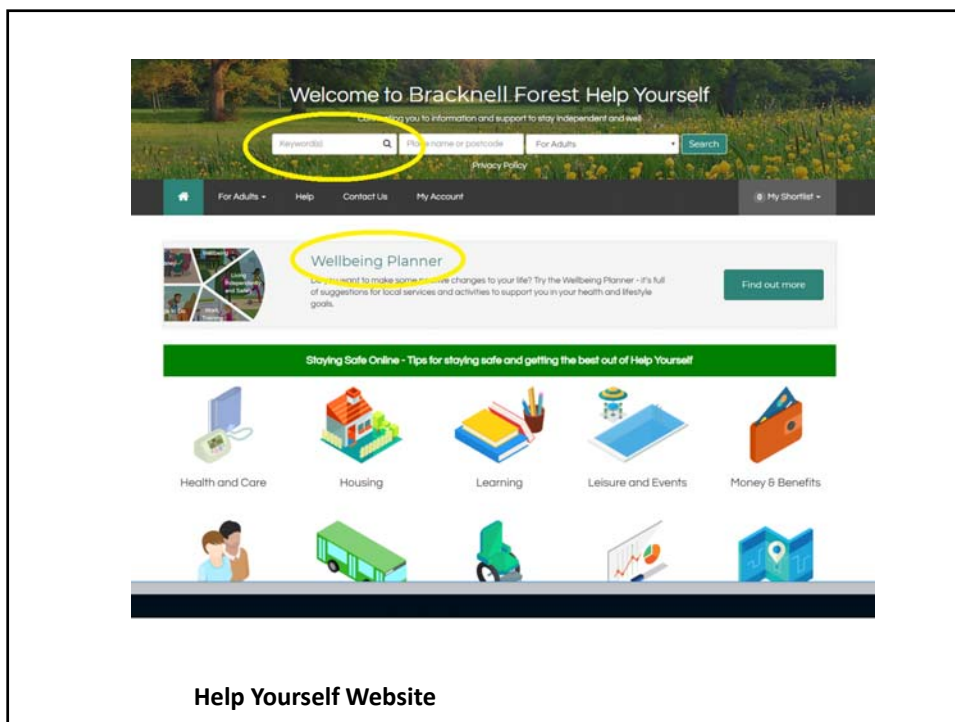
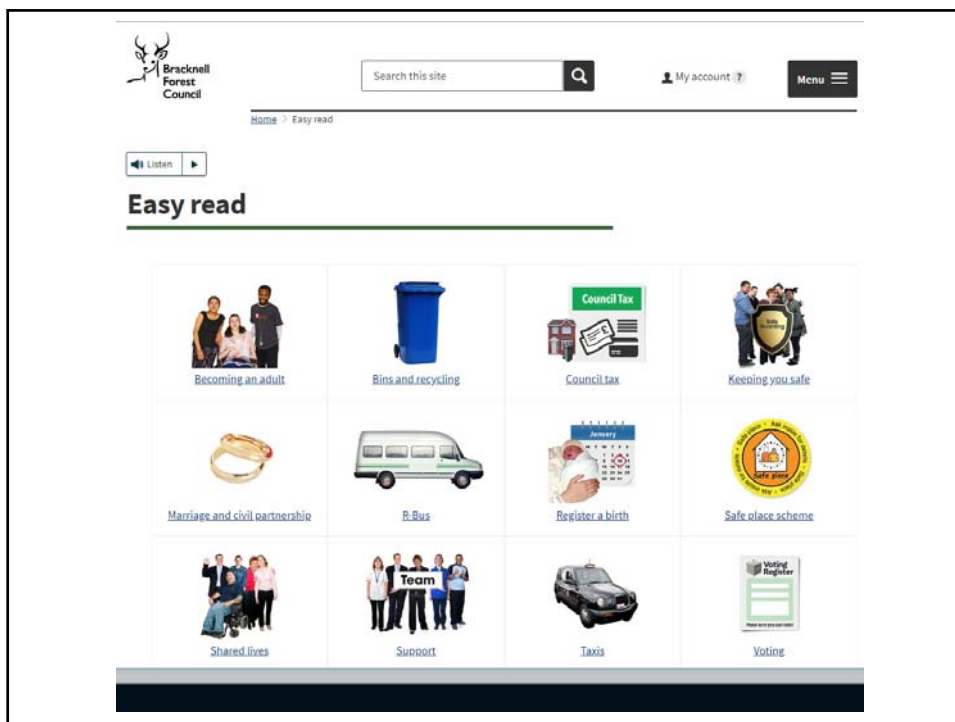


This block features a collage of images representing various council services. The items include a 'Voting Register' sign with the slogan 'Make sure you can vote!', a family of four (two adults and two children), a white council van, a blue recycling bin, a black taxi, and a calendar for January with the 10th circled. A baby wrapped in a blanket is also shown.

Easy Read Website


<https://www.bracknell-forest.gov.uk/easy-read>

Key content provided in easy read format




Help Yourself Website

[Home](#) > [News](#) > [2019](#) > [02](#) > [A322 Downshire Way improvement scheme starts](#)



A322 Downshire Way improvement scheme starts

14 February 2019




Listen option
ReadSpeaker software

News archive

- [February 2019](#) (11)
- [January 2019](#) (11)
- [December 2018](#) (12)
- [November 2018](#) (17)
- [October 2018](#) (9)
- [September 2018](#) (12)
- [August 2018](#) (9)
- [July 2018](#) (8)
- [June 2018](#) (13)
- [May 2018](#) (18)
- [April 2018](#) (5)
- [March 2018](#) (16)

[Home](#) > [Council](#) > [Council Services](#) > [Roads, Parking and Transport](#) > [Bus Passes](#) > [New Bus Passes](#) > [New Bus Passes](#)



Bus passes

- [About bus passes](#)
- [Eligibility](#)
- [How to apply](#)
- [Proofs for bus passes](#)
-
- [Additional proofs for disabled person's bus pass](#)
- [Renew your bus pass](#)
- [Lost or stolen pass](#)

Related links

[Roads, parking and transport strategies and policies](#)


About bus passes

The concessionary bus fares scheme allows pass holders to travel anywhere in England on local buses for free during off peak times, 9:30am to 11pm, and at any time on weekends and bank holidays. This applies to older persons and eligible disabled people, who are resident in England.

In Bracknell Forest you can use your pass at any time, on any day. This includes the 702 Greenline service to London.

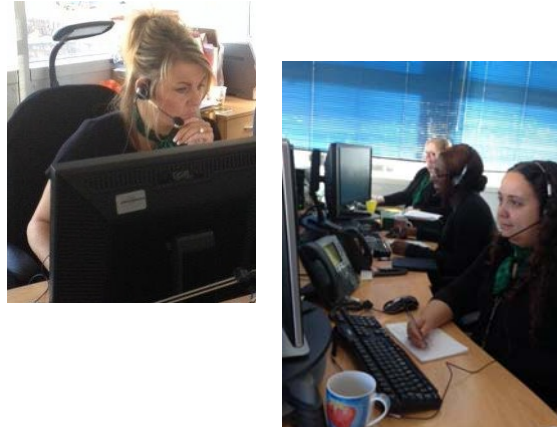
Some other local authorities may also offer extensions to the hours you can use your pass. If you plan to visit an area outside Bracknell Forest, and you would like to know whether there are any

ReadSpeaker Software
Highlights the words as it reads them out



The screenshot shows the Blackwell Forest Council website. At the top, there is a navigation menu with categories like 'Home', 'Education & Learning', 'Employment & Training', 'Health & Social Care', 'Planning', 'Jobs & Careers', 'Leisure & Culture', 'Support & Advice', and 'Your Council'. Below the menu is a search bar. The main content area features a large image of a yellow 'e+' card with the text 'CALL 0845 601 7632 for all services and things you can do with your e+ card'. To the right of the card, there are links for 'Win an Apple iPad Air', 'Annual photo competition', 'Annual report', 'Library consultation', and 'Get involved with fundraising'. Below this, there are sections for 'Popular services' (Community events, Council fee enquiry, Free brown bin collection charge, View planning applications) and 'Latest news' (Worship from the Dean's Weekly Service for 12/02/19, How your say to help shape how Blackwell Forest will look in 2019).

e+ card
Bus passes
Proof of age
Leisure and library membership



The first photograph shows a woman with blonde hair tied back, wearing a headset and talking on a mobile phone. She is sitting at a desk with a computer monitor. The second photograph shows a wider view of a contact center with several staff members at their desks, all wearing headsets and working at computers. There are blue blinds in the background and a white mug on the desk in the foreground.

Phone the Contact Centre
01344 352000



Email

- Contact us forms on website
- Email to customer services
- Subscribe for news and alerts
- Reminders when things are due (or overdue)



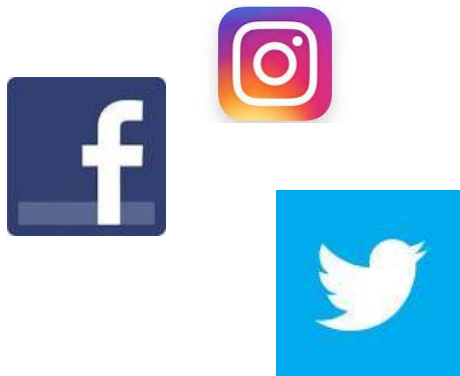
Web-chat

If you're stuck on a web page, you can have an online chat with one of our customer service advisors



SMS

Reminders for overdue payments



Social Media

Monitored by Customer Services Team
Responding to queries / reports



Payments

- Direct Debit
- Online
- Pre-paid cards
- Chip and pin and contactless coming soon ...



Digital Inclusion

- Libraries
- Open Learning Centre
- Silva Homes
- Good Things Foundation



Waiting and Self-Service Area

Touch-screen computers
Telephones



Reception / Service Area

New design
No barriers / desks



Reception / Service Area

More open space
Brighter colours