

## **NOTICE OF MEETING**

**Bracknell Forest Access Group  
Wednesday 2 October 2013, 7.30 pm  
Easthampstead Baptist Church, South Hill Road, Bracknell, RG12 7NS**

**To: Bracknell Forest Access Group**

Councillor Thompson (Chairman), Councillor Finnie (Vice-Chairman), Councillors Harrison and Ms Wilson

David Ariss

Tom Conlin, The Berkshire County Blind Society

Alan Dale, Be Heard in Bracknell

Geraldine Edmond

Ray Edwards MBE, Limbcare

Jane Figg, Macular Support Group

Sarah Gaitely, Konnections

Fiona Goodhand, Older People and Long Term Conditions

Geoff Hallett, BADHOGS

Mira Haynes, Bracknell Forest Council

Dorothy Lim, Bracknell Forest Homes Tenants and Leaseholders Panel

Mrs Isabel Mattick, Triple A

Barry Perrin, Limbcare

Simon Pettigrew, Be Heard in Bracknell

Muriel Rawsthorne, Bracknell Forest Homes Tenants and Leaseholders Panel

Fred Rule, Keep Mobile Accessible Transport

Jacqui Ryder, Bracknell Shopmobility

Mary Waight, Community Learning Disability Services, BFC

**cc: Substitute Members of the Committee**

Councillors Mrs Ballin, Dr Barnard, Birch, Brossard and Virgo

ALISON SANDERS

Director of Corporate Services

### **EMERGENCY EVACUATION INSTRUCTIONS**

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If you require further information, please contact: Katharine Simpson

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**Wednesday 2 October 2013, 7.30 pm**  
**Easthampstead Baptist Church, South Hill Road, Bracknell,**  
**RG12 7NS**

**AGENDA**

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|--|---------|
| 1. <b>Apologies for Absence</b><br>To note apologies for absence and the attendance of any substitute members.   |         |
| 2. <b>Minutes of Previous Meeting</b><br>To receive and note the minutes of the meeting of the Panel held on 6 March 2013.   | 1 - 6   |
| 3. <b>Bus Strategy Consultation</b><br>To receive an update on the work underway to develop a Bus Strategy for Bracknell Forest.   | 7 - 14  |
| 4. <b>Bracknell Town Centre Regeneration Update</b><br>To receive an update on the regeneration of Bracknell town centre.  |         |
| 5. <b>Bracknell Forest Access Group Event Feedback</b><br>To receive feedback from the Bracknell Forest Access Group Conference held on 16 July 2013 and to agree a way forward. |         |
| 6. <b>Disabled Go Update Report</b><br>To receive an update on the work of Disabled Go in Bracknell Forest.  | 15 - 22 |
| 7. <b>Any Other Business</b>   |         |
| 8. <b>Items for Future Meetings</b><br>To note proposed items for discussion at the Panel's next meeting and consider any additional items for discussion at future meetings.    |         |

The next meeting of the Bracknell Forest Access Group will be held on 29 January 2013 at 7.30pm in Easthampstead Baptist Church.



**BRACKNELL FOREST ACCESS GROUP  
6 MARCH 2013  
6.30 - 8.30 PM**

**Present:**

Councillors Thompson (Chairman), Finnie (Vice-Chairman) and Ms Wilson  
Sheila Beaveridge, Triple A  
Colin Beckley, Shopmobility  
Alan Dale, Be Heard in Bracknell  
Marion Drew, Be Heard in Bracknell  
Jane Figg, Bracknell Macular Support Group  
Fiona Goodhand, Older People and Long Term Conditions  
Geoff Hallett, BADHOGS  
Mrs Isabel Mattick, Triple A  
and Red Diamond Sports Association  
Muriel Rawsthorne, Bracknell Forest Homes Tenants and Leaseholders Panel  
Mary Waight, Community Learning Disability Services, BFC

**In Attendance:**

Mira Haynes, Chief Officer: Older people and Long Term Conditions  
Alison Sanders, Director of Corporate Services  
Abby Thomas, Head of Community Engagement & Equalities  
Neil Crawford, Legal and General  
Sean Dooley, Building Design Partnership  
Neil Mathew, Gillespie Landscape Architects  
Stuart Robinson, David Bonnet Associates  
Karl Seyfang, Gardiner Theobald

**Apologies for absence were received from:**

Ray Edwards MBE, Limbcare  
Mike Jackley, Berkshire County Blind Society  
Barry Perrin, Limbcare  
Jacqui Ryder, Bracknell Shopmobility

**1. Minutes of Previous Meeting**

The notes of the Access Advisory Panel meeting held on 19 December 2012 were approved as a correct record.

Matters Arising

- The Council's Adult Social Care Section would be supportive of the development of an Access Guide for local businesses similar to that produced by the Wokingham Area Access Group

## 2. **Bracknell Town Centre Regeneration: Northern Retail Quarter**

The Group was given a presentation on the regeneration of the Northern Retail Quarter, which would be first phase of the regeneration of Bracknell Town Centre and cover the area of the town centre north of the High Street.

The Group was informed that at the current stage of the regeneration work was focussed on the legal framework surrounding the redevelopment and the development of the detailed planning application that would be required. As part of this process the Regeneration Team were keen to talk to key stakeholder groups to gather views and opinions on a range of issues that would be used to inform the planning application.

It was noted that, rather than simply build a new shopping centre, the main objective of the regeneration was to give Bracknell Forest a revitalised town centre that encouraged people to move around the town; a place where the flow of streets was intuitive and coherent. An aspiration that would be achieved through the development of new streets and open squares that flowed into each other, the removal of the constraining factor of the Inner Ring Road, reducing the impact that the significant gradient differences across the town centre had on the overall site and improving and maintaining connections to areas outside the regeneration site through improved footpaths and cycle ways.

As well as refurbishing existing car parks to improve accessibility, regeneration plans included the development of a new car park in the northern part of the town which would include disabled parking that was at the same level as the rest of the redevelopment and disabled toilets and family rooms. Provision would also be made for Shopmobility to be located in one of the car parks.

Arising from the Group's questions and comments the following points were noted:

- Two new bus stops would be installed in the Northern Retail Quarter, one adjacent to the Red Lion Public House and one adjacent to the Council's Easthampstead House offices
- The Bus Station would remain in its current location for the time being
- Each street and square would be given its own identity with streets being given canopies to provide visitors with a degree of protection from the weather
- The current 12 foot gradient difference between the Waitrose site and the Broadway would be overcome by the installation of a single bank of large lifts and a new ramp at the end of the Broadway nearest to Waitrose
- Provision would be made for local independent stores and social enterprises within the regenerated town centre. However during the regeneration space would be limited due to demolition and building work taking place

The Group stressed that when designing facilities for people with disabilities consideration needed to be given to doing more than was required in the building regulations. For example whilst many disabled toilets were compliant with building regulations they were not always large enough to accommodate both a care giver and a disabled person. The Changing Places Toilet at the Look Out was cited as an example of good practice that the Panel would like to see become more prevalent through out the Borough and replicated in the town centre. It was agreed that plans would be forwarded to the Regeneration Team. **(Action: Alison Sanders)**

The Group acknowledged the work underway to improve the physical accessibility of Bracknell town centre and questioned what consideration had been given to ensuring

that the regenerated town centre was accessible to those with sensory and other non-physical disabilities. The Group was informed that whilst many of these matters would be dealt with as a holistic part of the detailed design work that would occur at a later stage the regenerated town centre would include a range of detailing to take the needs of these groups into account including tactile paving, audible lifts and improved signage. It was agreed that the input of the Access Group would be sought during the development of the street furniture elements of the design work. It was agreed that the Regeneration Team would be invited to the July event and the Group's October meeting.

Whilst the Group reacted positively towards plans to design the physical environment so that it was safe for example through the utilisation of different type of seating, the organisation of street furniture into clearly demarcated areas it was stressed that consideration would need to be given to making the town centre a welcoming place for example through the development of customer service skills and staff training in a similar vein to that produced the Wokingham Area Access Group.

It was agreed that the proposed July Access Group Event would provide an ideal opportunity for further input to be given into the design process.

The Regeneration Team were thanked for their informative presentation and for the opportunity to have an input in the design of the regenerated town centre as plans were developed.

### **3. Personal Independence Payments**

Mira Haynes, Chief Officer: Older People and Long Term Conditions, gave a briefing in respect of the Personal Independence Payments (PIP).

The PIP would replace Disability Living Allowance from the 8 April 2013. Its introduction would be phased in on a geographical basis between April 2013 and October 2015. The change had been introduced by the Coalition Government as part of the ongoing reforms to the welfare system and would apply to all new claims and existing Disability Living Allowance Claimants aged 16 to 64 on or after the 8 April 2013. The PIP would be a non means tested and non taxable benefit that would be payable to a claimant whether they were in or out of work. The PIP had been designed to help towards meeting some of the extra costs arising from ill health or disability and the amount received would depend on how the claimant's condition affected them rather than what the condition was. Assessment of claimants would be carried out by health professionals contracted to the Department of Work and Pensions.

It was stressed that payment of the PIP could impact on a claimant's other benefits and services and as a consequence the Council were looking at the development of training for Council Staff to help them ensure that appropriate advice was given to residents completing applications and under going assessments.

The Group thanked Mira Haynes for the update.

### **4. Disabled Facilities Grants**

The Group noted the briefing note on Disabled Facilities Grants.

## 5. **Bracknell Access Group Conference**

The Group discussed a report outlining proposals for an Annual Bracknell Forest Access Group half day conference which was supported by the Council's Adult Social Care, Health and Housing Department. Arising from the discussion the following points were noted:

### Logistical Arrangements

- It was agreed that the event would take place on a Friday morning in July with a start time of 9.45am
- Friday 19 July 2013 was the preferred date but it was acknowledged that this might change depending on venue availability
- It was stressed that the amount of available parking at the venue would be important

### Objectives and Content

- The Group approved the proposed event format detailed in the Director of Corporate services' report
- Session 1 would focus on practical aspects of the regeneration of Bracknell town centre
- Session 2 would focus on the development of a DVD and booklet to improve customer service skills and make all shopping areas in Bracknell Forest a welcoming safe place for people with disabilities
- It was suggested that local businesses and Parish Councils be invited to participate in Session 2
- It was agreed that the Welcome address should include a statement setting out the purpose of the Access Group
- Organisations, including Disabled Go, would be invited to have a stand at the back of the event

It was agreed that a small committee would be formed to assist with the organisation of the event. Geoff Hallett, Jim Finnie, Alan Dale and Isabel Mattick volunteered to participate in the Committee.

## 6. **Any Other Business**

### Stop Hate Crime Now Campaign

It was reported that the Police and Council had recently launched the One community: stop hate crime now' campaign which aimed to raise general awareness of hate crime, to encourage reporting of it and to promote help and support available to victims. More details could be found at [www.bracknell-forest.gov.uk/hatecrime](http://www.bracknell-forest.gov.uk/hatecrime) and organisations were asked to publicise the campaign to their members.

## 7. **Dates of Future Meetings**

The Group noted that future meetings would be held on the following dates:  
Wednesday 2 October 2013 at 7.30pm  
Wednesday 29 January 2013 at 7.30pm  
Wednesday 23 April 2014 at 7.30pm

The meeting scheduled for July 2013 would be replaced with the Event.



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## Draft Bus Strategy

July 2013

### 1 Overview

- 1.1 The purpose of this Bus Strategy is to set out what is needed in Bracknell Forest over the next five years to ensure that high quality bus services address the needs of both current and potential passengers and deliver the local and national transport objectives, particularly the Council's Local Transport Plan. It is a five year plan to guide bus provision in the Borough.
- 1.2 The principles of the Draft Bus Strategy will help to determine an Action Plan that will direct the Council's future investment in supporting bus services. The initial Action Plan will identify a specific network and a series of contracts for the provision of bus services that will be agreed when the strategy is adopted.
- 1.3 The Bus Strategy will determine the overall priorities, vision and principles, but it is expected that the Action Plan may change over time. These changes may be required to enable the Council's supported bus services to respond to future changes, such as the redevelopment of Bracknell Town centre or increased financial budget pressures on the Council.
- 1.4 The Bus Strategy has been prepared for consultation with a wide range of stakeholders including residents, users, other local authorities, bus operators, other interest groups and potential partners.
- 1.5 This strategy deals specifically with the contribution bus services make in providing an effective overall transport network. A key focus of this Strategy is on the

requirements for bus services which the Council supports with a financial subsidy that will allow delivery of the Council's **priorities**:

- A Town Centre fit for the 21<sup>st</sup> Century;
- Protecting and enhancing our environment;
- Promoting health and achievement;
- Create a Borough where people are, and feel, safe;
- Sustain economic prosperity; and
- Provide value for money.

## **2. The Council's Statutory Duty**

- 2.1 The Council is required under the 1985 Transport Act to *"...secure the provision of such public passenger transport services as the council consider it appropriate to secure to meet any public transport requirements within the county which would not in their view be met apart from any action taken by them for that purpose", and "...to formulate from time to time general policies as to the descriptions of service"*.

## **3 National Context**

- 3.1 Buses are the most used mode of public transport in the UK. Around 5 billion journeys are made in the UK on buses each year. Nationally, concessionary passes are now used on 30% of all bus journeys (44.7% in Bracknell Forest).
- 3.2 Bus services are provided either on a commercial basis by private operators or through the provision of financial subsidy from Councils where a service is not a commercially viable proposition for an operator to run. For commercial services, bus operators choose the route and timetable whereas for supported services the Council decides the routes and timetables on the basis of 'social need' and then seeks tenders from operators for the right to receive the subsidy and run that route.

## **4 Bus Operations in Bracknell Forest**

- 4.1 Commercial bus services form the core of the Bracknell Forest bus network. The commercial routes provide for approximately 70% of all bus passenger journeys. To ensure that bus services are provided to other parts of the Council's area and to important destinations outside the Borough not served by the commercial bus network, the Council procures additional bus services through competitive tenders.

The supported bus services account for the remaining 30% of bus passenger journeys.

4.2 The current level of bus use is affected by the range of destinations served, the quality of the bus services on offer and high car usage. For example, only 7% of work journeys in Bracknell Forest are made by bus, compared with 80% by car.

4.3 An improved bus network will be essential if the objectives of the Bus Strategy to enable people without access to a car to easily reach a wide range of education, training, employment, shopping and leisure opportunities and to reduce congestion are to be achieved. In considering the need for a better bus network, it is important to identify the challenges that will need to be addressed and the opportunities that will create increased demand for bus travel:

## **5 Challenges**

- The adverse impact of road congestion on bus service reliability, passengers views of bus travel and operators' costs;
- The bus network in the Borough, in terms of coverage, frequency, journey times and hours of operation, is not closely matched with existing and potential future demand for travel by bus;
- The bus network is not always effective in meeting the existing and future needs of dispersed and hard-to-reach groups and communities;
- Whilst the need for small scale revisions to services to react to changes in demand is appreciated, at a strategic level the bus network is not sufficiently stable for people to make longer term 'life-style' decisions - such as where to live and where to work;
- The bus network does not respond to new sources of potential demand sufficiently early to influence travel patterns;
- Bus services are often expected to meet conflicting travel demands which can lead to a view that services are unsatisfactory;
- Lack of integration between bus and rail services and lack of effective multi-operator and multi-mode through ticketing;
- Lack of awareness of benefits of using public transport or motivation to use bus services where they exist as a real alternative to car journeys amongst some members of the public;

- Lack of knowledge of local bus services amongst some members of the public; and,
- Impact of reducing council budgets on the ability to subsidise large parts of the networks.

## 6 Opportunities

- The redevelopment of the town centre represents a major opportunity to generate increased demand from workers and shoppers for bus services and to shift socially supported services to becoming commercially viable routes;
- New residential developments will generate increased demand for bus services and short term funding support; and
- The use of 'smartcards' and other modern technology can remove barriers to using public transport.

## 7 Vision

- 7.1 To guide the Bus Strategy and Action Plan, a **vision** for the Strategy has been developed:

*To establish and support an affordable, accessible, safe, convenient, environmentally friendly and integrated network of supported bus services, capable of attracting an increasing commercial market share for buses thereby contributing to the achievement of the objectives in the Local Transport Plan 2011 and the re-development of Bracknell town centre'.*

- 7.2 The **vision** will be achieved through the following **objectives**:

- Offer accessibility and availability to the widest cross section of the population, particularly for the young and old, to increase bus use;
- Give people more travel choices to access work, services and leisure activities;
- Offer and promote affordable fares to passengers;
- Provide passenger satisfaction with an attractive, reliable and sustainable travel alternative;
- Support vibrant and successful town centres; and
- Encourage integration with other modes of transport.

## 8 Principles

8.1 The following key principles have been developed which will link the Action Plan developed to implement the Bus Strategy, with the objectives above:

### Principle 1 – Partnership

8.2 The Council recognises that it cannot fully meet its obligations without closely working with local residents, businesses and stakeholders including operators of all services.

8.3 Consultation among bus users and interested groups in 2012 identified that the supported bus service network is highly valued by users with the current bus services in Bracknell Forest being well used and relied upon in the community. Many of the consultation respondents stated that the Council's supported bus services are essential to their daily mobility, quality of life and health and wellbeing.

8.4 An understanding on what constitutes a realistic and affordable supported bus network that meets stakeholder aspirations is a fundamental basis for this strategy.

8.5 The Council will also look to enlist support for provision from other public sectors including Health and Education.

### Principle 2 – Quality Supported Network

8.6 For the supported bus network to be successful in promoting the wider objectives of the Borough such as redeveloping the town centre, attracting new business investment and providing a stable environment for service provision in the Borough the Council will aim through this strategy to facilitate/commission a network that is:

- **Affordable** – the cost of travel should be comparable to commercial bus services and where possible seek to at least match the whole cost of an equivalent car journey. The supported network will accept all concessions required and will participate in any Council led schemes that may be introduced to widen the scope of the current arrangements
- **Acceptable** – the supported services should deliver a quality of service at least comparable with commercial network in the Borough. National targets for punctuality should be achieved and the vehicles used meet the relevant

emissions and safety standards. The Council will encourage the use of CCTV and real-time information systems to vehicles operating supported services. Passenger satisfaction will form a key element of the monitoring process.

- **Accessible** – the supported network should be operated where possible by easy access vehicles that meet the relevant accessibility standards e.g. bus stops may have raised kerbs and information provision for passengers.
- **Available** – the times of operation should provide for needs of the whole community in accessing work, leisure and services (within and near to Bracknell Forest). A key target will be to increase evening and weekend services where demand warrants such provision.

### **Principle 3 – Response to commercial bus service changes and tendering**

8.7 The Council's criteria for the provision of financial support for bus services will seek to ensure that minimum levels of service for essential transport links can be achieved within the budget available.

8.8 For people without access to a car, the lack of appropriate transport links restricts the possibilities of benefiting from a wide range of facilities, including work, education and training, healthcare, shopping, social activities and leisure. The key features behind the criteria are:

- A minimum level of accessibility should be provided for all the residents of Bracknell Forest. The criteria does not seek to constrain higher service levels, but establishes the provision of the minimum level of bus service for all as a first priority; where this is provided commercially by bus operators the Council will generally encourage use of the bus as preferred method of travel and where supported the Council will seek to ensure that service coverage is appropriate to the demographics and needs of each area in the Borough.
- Accessibility levels will consider levels of transport need at a local level.

8.9 The Council will frequently review the wider bus network and plan its network of supported services according to the general criteria set out above. Services that provide this level of accessibility will generally be procured by open tender among bus operators on the Council's Framework list; however, where short term changes in services need to be addressed the Council may seek to provide a service by 'emergency contracts' or through direct agreement with a specific operator which are

subject to strict controls on value (“de-minimis” contracts). While the Council’s general requirement is to secure the best value for money, it will also consider the potential of social value when supporting passenger transport services i.e. the opportunity for supported bus services to improve accessibility for people in the more deprived areas, or to particular groups (e.g. youth).

#### **Principle 4 – Serving new developments**

- 8.10 In Bracknell Forest a number of developments are expected to occur within the lifetime of this strategy including new housing provision and the redevelopment of the town centre.
- 8.11 Where possible the Council will expect bus operators to respond to new development with new commercial services or changes to existing services. Where this is not possible the Council will review the options available and where appropriate and affordable, procure revised or additional services. The Council will seek to secure, where appropriate, funding from developers towards the costs of providing appropriate bus services to serve the development. However, it will need to be demonstrated that such subsidy will most likely lead to commercial services being declined after the subsidy runs out and not just add burden on our existing subsidised network.

#### **Principle 5 – Supporting Young and Older Populations**

- 8.12 The Council is committed to providing a robust transport network within our financial limitations, which serves all parts of our community. However, there will be particular focus given to support young and older age groups and we will work with the operators, community partners and these groups to ensure access for them is improved.

#### **Principle 6 – Monitoring and performance of the tendered network**

- 8.13 The supported bus network represents a significant investment by the Council in terms of money and resources. It is therefore necessary for the Council to ensure the network performs well and continues to represent good value for money. As such, a thorough and effective use of smartcard technology or other systems will ensure that we can accurately monitor and measure performance on our network rather than just relying on bus company data and spot surveys. A robust monitoring process is needed to ensure standards are maintained and the services deliver what is

expected. The monitoring process should include regular punctuality and passenger satisfaction surveys.

- 8.14 Nationally, central government require the Council to indicate the number of people using buses in its area each year. The Traffic Commissioner who regulates bus operators require that 95% of all buses arrive within a window of 1 minute and 5 minutes late at key locations on each route (“timing points”). Central government also require the Council to assess the general punctuality of the bus network each year. These indicators form part of the Local Transport Plan’s annual report on the transport system in Bracknell Forest.
- 8.15 In addition to these national requirements, the Council have the right to carry out spot checks and surveys on supported bus services to allow monitoring of standards. The operators of Council supported services may also make their own checks; where problems are found the Council requires that these are declared.

## **9 The Action Plan**

- 9.1 The Action Plan will be completed when the Bus Strategy is adopted. The role of the Action Plan is to identify specific contracts to provide Council supported bus services from April 2014.
- 9.2 It is expected that the majority of the bus network in Bracknell Forest will continue to be commercial. The Action Plan contracts will specify the supported bus services, including:
- Route details;
  - Places to be served; and
  - Bus frequency
- 9.3 It is intended that the Action Plan will bring about a simpler and easier to understand bus network and be in line with the approved Bus Strategy.
- 9.4 While the Bus Strategy will determine the overall priorities, vision and principles, it is expected that the Action Plan contracts may change over time. These changes may be required to enable the Council’s supported bus services to respond to future changes, such as the redevelopment of Bracknell Town centre.





## Bracknell Forest

### Annual Review 2013 - Updated

#### DisabledGo

DisabledGo is the UK's leading provider of disabled access information, we are committed to providing disabled people with the information required to make informed choices and to break down the barriers disabled people face accessing education, local services and employment.

Founded in 2000 by Dr. Gregory Burke, who is himself a wheelchair user, DisabledGo was established in response to feedback from disabled people who said a lack of accessibility information was a significant barrier.

DisabledGo currently works with over 80 local authorities, over 50 universities, over 80 colleges and over 25 NHS trusts.

#### Access

Government statistics estimate that there are over 11 million disabled people in Britain, based on the Equality Act (2010) definition of disability. The prevalence of disability rises with age and access to services and opportunities for disabled people will become an increasing priority as Britain's population ages. In Britain today around one in twenty children are disabled, compared to around one in seven working age adults and almost one in two people over state-pension age (Family Resources Survey 2009/10).

Accessibility does not only apply to disabled people but older people and parents with pushchairs, in short good access is good for everyone. Latest statistics show that around a third of disabled people experience difficulties related to their impairment in accessing public, commercial and leisure goods and services (ONS Opinions Survey 2010). Breaking down the barriers disabled people face to accessing their community, civil life, leisure opportunities, employment and education makes financial as well as social sense. Disabled people are often ignored as consumers and in the current financial climate more than ever the available market should not be ignored.

## Access Guides

The Social Model of disability highlights that it is the barriers disabled people face, not their own impairment that disables them from accessing and contributing to society. An access guide is an empowering tool that enables people to make informed choices about the services they want to access. By raising awareness of access issues it helps breakdown physical and attitudinal barriers as well as the significant psychological barrier of tackling the unknown.

From the Council's perspective and that of businesses providing access information not only helps meet legal obligations but actively promotes services to residents and visitors to boost inclusion and revenue. By providing information you are actively welcoming people to your area and breaking down perceptions that some people may have about its accessibility.

## The Annual Review Process

During the annual review process all venues previously surveyed as Key Access Guides were contacted by email or post.

All venues previously surveyed as Detailed Access Guides were contacted by telephone to discuss the information displayed about their venue. Any venue that could not be reached by telephone was flagged to be visited by our surveyor during the annual revisit.

## Changes

3% of venue entries required review due data changes.

This included changes to opening times, contact numbers and visitor information.

1% of venues entries required review due to non structural changes.

The term non structural change includes a range of access improvement that can assist people with many kinds of impairments. Examples include –

- § The installation of a hearing assistance system
- § Information being available in different formats – large print or Braille
- § Staff at a venue receiving formal disability equality or awareness training
- § Being able to contact the venue by text or email

1% of venues entries required review due to structural changes.

The term structural change includes a range of access improvement that can assist people with many kinds of impairments. Equally, if any facilities have been removed this will be reflected in the access information. Examples include –

- § The installation or refurbishment of an accessible toilet
- § The addition of accessible parking bays
- § A lowered section fitted to a reception desk
- § Hoists being fitted in changing rooms or in leisure facilities
- § Installation of automatic doors

### Examples of Improvements

**Jocks Lane Park** - New details were added for the café entrance. Accessible toilet details were added. Shower, changing room and standard toilet details were updated. New photographs were added for all areas to illustrate refurbishments made.

**Bracknell Library** – New automatic doors were detailed after a refurbishment.

**Coral Reef - Bracknell's Water World** – The access guide was completed updated with new photographs and access details.

**South Hill Park Arts Centre - Main Building and Wilde Theatre** – The access guides were updated with new photographs and up to date access information for all areas.

**McDonalds, The Keep** – New automatic doors were detailed.

**Mill Pond** - The park now includes apparatus suitable for disabled children which were detailed. The accessible toilet details were updated and will need to be again as a refurbishment is due in November.

### Venues Removed

The following Key Access Reviews have been removed from the website following our Key Access Review contact procedure:-

|               |                         |
|---------------|-------------------------|
| Birthdays     | Princess Square Unit 13 |
| Calender Club | Princess Square         |
| D.A Visions   | 25 Yeovil Road          |
| Domino's      | 8 Crossway              |
| GAME          | 39 Princess Square      |
| Herbies Pizza | 112 Broadway            |
| HMV           | 19 Charles Square       |
| Hype Clothing | 16 Charles Square       |
| Julian Graves | Princess Square Unit 19 |

|                      |                          |
|----------------------|--------------------------|
| Lakes of Bracknell   | Princess Square Unit 11  |
| Leisure 2000         | 89 Broadway              |
| Madhouse             | 42-43 Princess Square    |
| Orange               | Princess Square Unit 4   |
| Past Times           | Princess Square Unit 3   |
| Steves Fishing Cabin | 12 Great Hollands Square |
| Vodafone             | Princess Square Unit 20  |
| Warmsley's           | 63-65 Broadway           |

## Venues Added

During the annual review 22 Detailed Access Guides and 21 Key Access Reviews were added to the access guide. A DisabledGo surveyor will also be returning to Bracknell in order to survey 5 Detailed Access Guides after the shopping centre has been refurbished. All new venues were visited and assessed by a surveyor using a research template developed by disabled people, which is used across the UK. Surveyors spoke with a member of staff at each venue letting them know about the project and the process of creating a guide to their venue. This is a valuable process in raising awareness of access issues and all new venues were given access to free disability equality training manuals.

| VenueName                               | Address1            | Classifications        | link  |
|---|---------------------|------------------------|---|
| <b>Anneforde Place Play Area</b>        | Anneforde Place     | Parks & Gardens        | <a href="http://www.disabledgo.com/en/access-guide/anneforde-place-play-area">http://www.disabledgo.com/en/access-guide/anneforde-place-play-area</a>               |
| <b>Ascot Baptist Church</b>             | King Edwards Road   | Places of Worship      | <a href="http://www.disabledgo.com/en/access-guide/ascot-baptist-church">http://www.disabledgo.com/en/access-guide/ascot-baptist-church</a>                         |
| <b>Bracknell Citizens Advice Bureau</b> | The Columbia Centre | Citizens Advice Bureau | <a href="http://www.disabledgo.com/en/access-guide/bracknell-citizens-advice-bureau">http://www.disabledgo.com/en/access-guide/bracknell-citizens-advice-bureau</a> |
| <b>Bullbrook Drive Play Area</b>        | Bullbrook Drive     | Parks & Gardens        | <a href="http://www.disabledgo.com/en/access-guide/bullbrook-drive-play-area">http://www.disabledgo.com/en/access-guide/bullbrook-drive-play-area</a>               |
| <b>Burger King</b>                      | 7-8 Charles Square  | Restaurants            | <a href="http://www.disabledgo.com/en/access-guide/burger-king-119">http://www.disabledgo.com/en/access-guide/burger-king-119</a>                                   |
| <b>Calfridus Way Recreation Ground</b>  | Calfridus Way       | Parks & Gardens        | <a href="http://www.disabledgo.com/en/access-guide/calfridus-way-recreation-ground">http://www.disabledgo.com/en/access-guide/calfridus-way-recreation-ground</a>   |
| <b>Chapel of St Mary and St John</b>    | King Edwards Road   | Places of Worship      | <a href="http://www.disabledgo.com/en/access-guide/chapel-of-st-mary-and-st-john">http://www.disabledgo.com/en/access-guide/chapel-of-st-mary-and-st-john</a>       |
| <b>Costa</b>                            | Peel Centre         | Cafes                  | <a href="http://www.disabledgo.com/en/access-guide/costa-38">http://www.disabledgo.com/en/access-guide/costa-38</a>   |
| <b>Costa</b>                            | Tesco               | Cafes                  | <a href="http://www.disabledgo.com/en/access-guide/costa-39">http://www.disabledgo.com/en/access-guide/costa-39</a>   |
| <b>Cumnor Way Play Area</b>             | Cumnor Way          | Parks & Gardens        | <a href="http://www.disabledgo.com/en/access-guide/cumnor-way-play-area">http://www.disabledgo.com/en/access-guide/cumnor-way-play-area</a>                         |

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| <b>Dryden Woods Play Area</b>      | Dryden                     | Parks & Gardens                   | <a href="http://www.disabledgo.com/en/access-guide/dryden-woods-play-area">http://www.disabledgo.com/en/access-guide/dryden-woods-play-area</a>           |
| <b>Ennerdale Playing Field</b>     | Ennerdale                  | Parks & Gardens                   | <a href="http://www.disabledgo.com/en/access-guide/ennerdale-playing-field">http://www.disabledgo.com/en/access-guide/ennerdale-playing-field</a>         |
| <b>Frankie &amp; Benny's</b>       | The Point                  | Restaurants                       | <a href="http://www.disabledgo.com/en/access-guide/frankie-and-bennys-62">http://www.disabledgo.com/en/access-guide/frankie-and-bennys-62</a>             |
| <b>Freeborn Way Play Area</b>      | Freeborn Way               | Parks & Gardens                   | <a href="http://www.disabledgo.com/en/access-guide/freeborn-way-play-area">http://www.disabledgo.com/en/access-guide/freeborn-way-play-area</a>           |
| <b>Harmans Water Playing Field</b> | Harmans Water Road         | Parks & Gardens                   | <a href="http://www.disabledgo.com/en/access-guide/harmans-water-playing-field">http://www.disabledgo.com/en/access-guide/harmans-water-playing-field</a> |
| <b>Hilton Bracknell Hotel</b>      | Bagshot Road               | Hotels, Hostels & B&B             | <a href="http://www.disabledgo.com/en/access-guide/hilton-bracknell-hotel">http://www.disabledgo.com/en/access-guide/hilton-bracknell-hotel</a>           |
| <b>Jack O' Newbury</b>             | Terrace Road               | Public Houses & Bars              | <a href="http://www.disabledgo.com/en/access-guide/jack-o-newbury">http://www.disabledgo.com/en/access-guide/jack-o-newbury</a>                           |
| <b>KFC</b>                         | Bagshot Road               | Restaurants                       | <a href="http://www.disabledgo.com/en/access-guide/kfc-165">http://www.disabledgo.com/en/access-guide/kfc-165</a>   |
| <b>Latimer Play Area</b>           | Lydney                     | Parks & Gardens                   | <a href="http://www.disabledgo.com/en/access-guide/latimer-play-area">http://www.disabledgo.com/en/access-guide/latimer-play-area</a>                     |
| <b>Ludlow Play Area</b>            | Evedon                     | Parks & Gardens                   | <a href="http://www.disabledgo.com/en/access-guide/ludlow-play-area">http://www.disabledgo.com/en/access-guide/ludlow-play-area</a>                       |
| <b>Mill Park Cafe</b>              | Mill Park                  | Cafes                             | <a href="http://www.disabledgo.com/en/access-guide/mill-park-cafe">http://www.disabledgo.com/en/access-guide/mill-park-cafe</a>                           |
| <b>Nettlecombe Play Area</b>       | Nettlecombe                | Parks & Gardens                   | <a href="http://www.disabledgo.com/en/access-guide/nettlecombe-play-area">http://www.disabledgo.com/en/access-guide/nettlecombe-play-area</a>             |
| <b>Nuthurst Play Area</b>          | Nuthurst                   | Parks & Gardens                   | <a href="http://www.disabledgo.com/en/access-guide/nuthurst-play-area">http://www.disabledgo.com/en/access-guide/nuthurst-play-area</a>                   |
| <b>Oaktree Garden Centre</b>       | Brock Hill, Bracknell Road | Gardening Shops & Centres   Cafes | <a href="http://www.disabledgo.com/en/access-guide/oaktree-garden-centre">http://www.disabledgo.com/en/access-guide/oaktree-garden-centre</a>             |
| <b>Oareborough Play Area</b>       | Oareborough                | Parks & Gardens                   | <a href="http://www.disabledgo.com/en/access-guide/oareborough-play-area">http://www.disabledgo.com/en/access-guide/oareborough-play-area</a>             |
| <b>Pizza Hut</b>                   | Skimped Hill Lane          | Restaurants                       | <a href="http://www.disabledgo.com/en/access-guide/pizza-hut-165">http://www.disabledgo.com/en/access-guide/pizza-hut-165</a>                             |
| <b>Quintilis Play Area</b>         | Quintilis                  | Parks & Gardens                   | <a href="http://www.disabledgo.com/en/access-guide/quintilis-play-area">http://www.disabledgo.com/en/access-guide/quintilis-play-area</a>                 |

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| <b>Royal Berkshire Bracknell Clinic</b>    | Eastern Gate                                     | Hospitals & Clinics   Hospitals & Clinics | <a href="http://www.disabledgo.com/en/access-guide/royal-berkshire-bracknell-clinic">http://www.disabledgo.com/en/access-guide/royal-berkshire-bracknell-clinic</a>   |
| <b>Royal British Legion</b>                | Wellington Road                                  | Public Houses & Bars   Community Halls    | <a href="http://www.disabledgo.com/en/access-guide/royal-british-legion-4">http://www.disabledgo.com/en/access-guide/royal-british-legion-4</a>                       |
| <b>Royal Hunt</b>                          | 177 New Road                                     | Public Houses & Bars                      | <a href="http://www.disabledgo.com/en/access-guide/royal-hunt">http://www.disabledgo.com/en/access-guide/royal-hunt</a>   |
| <b>Royal Hunt Cafe</b>                     | 177 New Road                                     | Cafes                                     | <a href="http://www.disabledgo.com/en/access-guide/royal-hunt-cafe">http://www.disabledgo.com/en/access-guide/royal-hunt-cafe</a>                                     |
| <b>Royal Oak</b>                           | Bullbrook  | Public Houses & Bars                      | <a href="http://www.disabledgo.com/en/access-guide/royal-oak-26">http://www.disabledgo.com/en/access-guide/royal-oak-26</a>   |
| <b>Running Horse</b>                       | London Road                                      | Public Houses & Bars                      | <a href="http://www.disabledgo.com/en/access-guide/running-horse">http://www.disabledgo.com/en/access-guide/running-horse</a>   |
| <b>South Hill Road Play Area</b>           | South Hill Park Recreation Ground and North Lake | Parks & Gardens                           | <a href="http://www.disabledgo.com/en/access-guide/south-hill-road-play-area">http://www.disabledgo.com/en/access-guide/south-hill-road-play-area</a>                 |
| <b>Squirrels</b>                           | North Street                                     | Public Houses & Bars                      | <a href="http://www.disabledgo.com/en/access-guide/squirrels-1">http://www.disabledgo.com/en/access-guide/squirrels-1</a>   |
| <b>St Peters Church</b>                    | Hatchet Lane                                     | Places of Worship                         | <a href="http://www.disabledgo.com/en/access-guide/st-peters-church-7">http://www.disabledgo.com/en/access-guide/st-peters-church-7</a>                               |
| <b>Stoney Road Play Area</b>               | Stoney Road                                      | Parks & Gardens                           | <a href="http://www.disabledgo.com/en/access-guide/stoney-road-play-area">http://www.disabledgo.com/en/access-guide/stoney-road-play-area</a>                         |
| <b>Tesco</b>                               | County Lane                                      | Supermarkets, Food & Drink                | <a href="http://www.disabledgo.com/en/access-guide/tesco-155">http://www.disabledgo.com/en/access-guide/tesco-155</a>   |
| <b>The Green</b>                           | The Green  | Parks & Gardens                           | <a href="http://www.disabledgo.com/en/access-guide/the-green">http://www.disabledgo.com/en/access-guide/the-green</a>   |
| <b>Turnberry Playing Field (Home Farm)</b> | Turnberry  | Parks & Gardens                           | <a href="http://www.disabledgo.com/en/access-guide/turnberry-playing-field-home-farm">http://www.disabledgo.com/en/access-guide/turnberry-playing-field-home-farm</a> |
| <b>Ullswater Play Area</b>                 | Ullswater  | Parks & Gardens                           | <a href="http://www.disabledgo.com/en/access-guide/ullswater-play-area">http://www.disabledgo.com/en/access-guide/ullswater-play-area</a>                             |
| <b>Waitrose</b>                            | Doncastle Road                                   | Supermarkets, Food & Drink   Cafes        | <a href="http://www.disabledgo.com/en/access-guide/waitrose-57">http://www.disabledgo.com/en/access-guide/waitrose-57</a>   |
| <b>Yardley Play Area</b>                   | Yardley  | Parks & Gardens                           | <a href="http://www.disabledgo.com/en/access-guide/yardley-play-area">http://www.disabledgo.com/en/access-guide/yardley-play-area</a>                                 |

## Summary

Providing access information is crucial to enabling people to choose services that are right for them and ensuring equality of access to not only council services, but employment and leisure opportunities within the area.

The annual review process protects past investment and ensures that the best possible access information is on offer to residents and visitors to the area.

While the information has been developed to meet the requirements of disabled people it is also of value to older people and parents with young children.

To get the most from your new guides it is crucial that the information is integrated into your website so it can be easily found and enhance existing provision.

For further details about this process, usage of the guide or for any general queries please contact your Account Manager.

Richard Beaty  
Head of Surveying  
DisabledGo  
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