



NOTICE OF MEETING

Bracknell Forest Access Group

Wednesday 22 April 2015, 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

Councillor Mrs Jan Angell, Bracknell Shopmobility
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

Andrea McCombie-Parker, The Ark

Mrs Isabel Mattick, Triple A

Barry Perrin, Limbcare

Muriel Rawsthorne, Bracknell Forest Homes Tenants and Leaseholders Panel

Fred Rule, Keep Mobile Accessible Transport

Mark Sanders, Healthwatch

Mary Waight, Community Learning Disability Services, BFC

cc: Substitute Members of the Committee

Councillors Dr Barnard, Birch, Brossard, Turrell and Virgo

ALISON SANDERS

Director of Corporate Services

If you require further information, please contact: Maggie Walker

Telephone: 01344 352044

Email: committee@bracknell-forest.gov.uk

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Easthampstead Baptist Church, South Hill Road, Bracknell,
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AGENDA

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1. **Apologies for Absence**

To note apologies for absence and the attendance of any substitute members.

2. **Minutes of Previous Meeting**

To receive and note the minutes of the meeting of the Panel held on 14 October 2014.

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3. **Safer Places Scheme**

To receive a presentation on the Safer Places Scheme from Alison Koen, Bracknell Forest Council.

4. **Dementia Action Alliance**

To receive a presentation from Caroline Rathmell in respect of the work of the Dementia Action Alliance.

5. **Disabled Go Annual Review and Contract**

To receive an update from Abby Thomas, Head of Community Engagement and Equalities, on the Disabled Go annual review.

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6. **Any Other Business**

- A Frames (Isabel Mattick to report)

7. **Items for Future Meetings**

To note proposed items for discussion at the Group'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 17 June 2015 at 7.30pm.

Unrestricted

**BRACKNELL FOREST ACCESS GROUP
14 OCTOBER 2014
7.30 - 8.40 PM**



Present:

Councillors Thompson (Chairman) and Ms Wilson
David Ariss
Alan Dale, Be Heard in Bracknell
Geraldine Edmond
Jane Figg, Macular Support Group
Sarah Gaitely, Konnections
Fiona Goodhand, Older People and Long Term Conditions
Mira Haynes, Bracknell Forest Council
Muriel Rawsthorne, Bracknell Forest Homes Tenants and Leasholders Panel

In Attendance:

Sue Cuthbert, Principal Engineer (Transport)
Alison Sanders, Director of Corporate Services
Kirsty Hunt, Deputy Head of Community Engagement and Equalities

Apologies for absence were received from:

Councillor Jim Finnie
Ray Edwards MBE, Limbicare
Helen Barnett, Bracknell Regeneration Partnership

31. Minutes of Previous Meeting

The minutes of the previous meeting of the Bracknell forest Access Group held on 2 July 2014 were agreed as a correct record.

Matters Arising

The Bracknell Forest Retailers Guide would be officially launched by Bracknell Regeneration Partnership at their Annual Awards Event on 6 November 2014. Copies had been circulated to the Group and were being distributed on request. To date, all feedback on the Guide had been positive. Thanks were expressed to all those who had participated in its development.

32. Supported Bus Service Contracts and Community Transport

Sue Cuthbert, Principal Engineer (Transport), presented a report detailing planned changes to the supported local bus network.

The Council's Local Transport Plan set out the Council's role regarding bus service transport in the Borough and this includes the procurement of 'socially necessary services that are not provided by the free market, subject to external funding' i.e. those services which in the Council's view are necessary to provide communities with

access to their daily needs but are not considered to be viable routes by bus operators.

A review of the bus network to identify any gaps in services and to assess the accessibility of the bus network had found that although there were no obvious gaps in the commercial services and that there was good coverage across the Borough there were opportunities to enhance services in some areas and increase efficiency. Additional services for residents unable to access conventional public transport services owing to their age, physical disability, sensory impairments or learning difficulties were provided through a contract with Keep Mobile.

The Group noted the table of revised supported bus services and arising from the Group's questions and comments the following points were noted:

- Where appropriate and practical a number of existing routes were combined to improve reliability and reduce the overall number of buses required
- Buses on new Route A would follow the route of the current 162 service through Ascot
- New Route B would replace the current 199 service. This was a shopper service which currently ran two days a week
- Real Time Information Systems would be installed at bus stops across the Borough. At stops where it was not practical to install these, QR codes would be displayed so that information could be obtained via smart-phones
- It was acknowledged that the lack of late buses made visits to the theatre or concerts in the evening difficult
- In other areas carers were able to travel free on buses if they were with the person being looked after. In Bracknell Forest carers had to pay for their fares
- The provision of time tables in bus stops was the responsibility of bus operators. Whilst large print timetables were available online it was acknowledged that it would be useful to have them at bus stops too. This request would be passed to the bus operators **(Action: Sue Cuthbert)**
- Improvement works at the bus station meant that the bus stands would be changing regularly. Although there were notices up informing passengers where to catch their buses from it some people found it difficult read these and additional support would be appreciated. This request would be followed up **(Action: Sue Cuthbert)**
- Keep Mobile services were considered to be expensive and because the service did not run after 7pm they were not an option in the evenings
- Buses did not always pull into bus stops so that the exit was level with the pavement. A situation that proved particularly difficult for those who were partially sighted. It was agreed that this would be raised with the bus operators **(Action: Sue Cuthbert)**
- The criteria for those able to use the R Bus Service was under review and an update would be brought to the Group's next meeting. **(Action: Mira Haynes)**
- Any further significant changes to bus services would be consulted on

The Group was informed that First Buses was in the process of rolling out the 'Safe Journey Card' to help those who needed extra help or support when using their buses. The scheme consisted of a special high visibility wallet with slots for a person's bus pass and for cards printed with a selection of requirements for example 'I am hard of hearing. Please speak slowly' or 'Please wait for me to sit down in case I fall'. The wallet could then be used to draw a driver's attention to an additional need

so that appropriate help could be offered. The wallets were free and were available from First Buses' office in Market Street.

First was also in the process of providing additional training for staff through the 'Swap with Me' project to help give their staff a better understanding of people's needs.

The Group thanked Sue Cuthbert for the update.

33. **Any Other Business**

Disabled Parking

It was agreed that clarification would be sought over whether the 40 minute parking limit in the surface car park behind Barclays Bank in Bracknell Town Centre applied to Blue badge holders too or if the standard three hour limit applied. **(Action: Mira Haynes)**

The enforcement of parking restrictions in car parks on private land for example The Peel Centre and Tesco was the responsibility of the land owner. Cars parked in disabled bays without a Blue Badge on display should be reported to the land owner or store in question in the first instance.

It was confirmed that the entitlement criteria for Blue Badges was set nationally by the Department of Transport.

The Ark

Whilst the Ark was still located in Market Street its drama and arts programmes had been relocated to a venue in Ascot. It was agreed that this would be raised with Healthwatch. **(Action: Kirsty Hunt)**

ReThink Mental Health

ReThink Mental Health would be closing on 31 October 2014 unless alternative premises were secured. It was agreed that an update on the current position would be circulated with the minutes. **(Action: Mira Haynes)**

34. **Items for Future Meetings**

It was requested that an update on the regeneration of Bracknell Town Centre be given at the next meeting.

It was suggested that the Group visit Bracknell Library to view the refurbishments and access improvements that had been made. It was agreed that the possibility of holding a future meeting at the library would be investigated.

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Providing independence and choice

Bracknell Forest Council

Annual Review 2015

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

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

20% of venue entries required review due data changes.

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

20% 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

4% 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/changes - Bracknell Forest 2015

Bracknell Rugby Club – A new bar entrance with level change has been added. Information and photographs obtained. The venue now has an accessible toilet available. Information and photographs were obtained.

Crown Wood Community Centre – The venue's car park underwent refurbishment, so new information and photographs were obtained. The main entrance doors are now automatic, so the information and photographs were updated. The venue has a new accessible toilet available. The inside access photographs have been updated with new ones.

Jocks Lane Park – The access guide has been updated with new outside access details and all new photographs.

Kerith Family Church – The main entrance doors are now automatic so new information and photographs were obtained. All new internal photographs have been added.

Sandhurst Town Council - The main entrance doors are now automatic so new information and photographs were obtained. All new photographs have been added to the guide.

Coral Reef Waterworld – New photographs have been added to the parking, accessible toilet and accessible changing room sections.

Mill Pond – The venue has had a new accessible toilet added and a new entrance for the cafe, so new information and photographs were obtained. New photographs have been added to the entire access guide.

Venues Added

During the annual review **67** venues were added to the access guide, **56** Key Access Guides and **11** Detailed Access Guides. 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.

Name	Address 1	Type
2 Left Paws	174 Duke's Ride	KAR
A New Bloom	248 High Street	KAR
A&I Oriental Foods	5 Market Street	KAR
Age Concern	14 Wildriding Square	KAR
Age UK	400b Yorktown Road	KAR
Anne Marie Bakers	6 Market Street	KAR
Anne Marie Patisserie	1 Wingate House	KAR
Art 223	233 High Street	KAR
Ascot Hardware Homecare	61a High Street	KAR
Ascot Travel House	5 Royal Hunt House	KAR
Bas Books	Unit 5	KAR
Bathrooms and More	12 Yorktown Road	KAR
Berkshires Estate Agents	196 Fernbank Road	KAR
Blue Inc	19 Charles Square	KAR
Blue's Smokehouse	High Street	DAG
Bracknell Day Care	St Anthony's Close	DAG
Bracknell Forest Council and Register Office	Time Square	DAG
C.E. Lewis	43 High Street	KAR
Cassie K Boutique	201 High Street	KAR
Cliff Roe Sports	3 Wingate House	KAR
Coral	33 High Street	DAG
Costcutter	4 Royal Hunt Parade	KAR
Coworth Park Hotel	London Road	DAG
Coworth Park Spa	London Road	DAG
Crowthorne Food and Wine	12-14 High Street	KAR
Crowthorne Kitchens	186 Duke's Ride	KAR
Dancia International	235 High Street	KAR
David Pharmacy	24 New Road	KAR
Dragon Nails	3a High Street	KAR
Eden House	1 New Road	KAR
Equinox Doors and Ironmongery	57a High Street	KAR
Griffs Cycle Lab	196b Duke's Ride	KAR
H. A. McParland	182 High Street	KAR
Herbies	21 High Street	KAR
Jakes Play World	Yateley Road	DAG
JD Sports	Unit 2b	KAR
Koubou Interiors	4 Duke's Ride	KAR
Lloyds Pharmacy	12 Duke's Ride	KAR
Lowrys	Unit 4	KAR
Maplin	Unit 7, The Peel Centre	KAR
Mes Amis	163 High Street	KAR
Monkey Mates	Old Forest Road	DAG
Nationwide	52 High Street	KAR

New Look	Unit 2c, The Peel Centre	KAR
Next	Unit 4	KAR
Norman Prince and Partners	85 Church Street	KAR
Norman Prince and Partners	1 Hermitage Parade	KAR
Outdoor and Indoor Living	159 High Street	KAR
Pets at Home	Unit 4, The Peel Centre	KAR
Phyllis Tuckwell Hospice	400c Yorktown Road	KAR
Poundland	Unit 5b, The Peel Centre	KAR
Poundworld	Unit 8 - 9, Princess Square Shopping Centre	KAR
Prospect Estate Agency	38 Yorktown Road	KAR
Romans	1 New Manor House	KAR
Sandhurst Day Centre Shop	51 Yorktown Road	KAR
Sears	12 High Street	KAR
Serendipity	229 High Street	KAR
Stag and Hounds	Forest Road	DAG
Sue Ryder	47b - 49a Yorktown Road	KAR
Taj Mahal	7-8 Market Street	DAG
The Framing Centre Store	Princess Square Shopping Centre	KAR
Thomson	50 High Street	KAR
Tom French Jewellery	1b Hermitage Parade	KAR
Ultimate Bathrooms Ltd	192 Duke's Ride	KAR
Village Cobbler	261a High Street	KAR
Virtual Games	3 Charles Square	KAR
Waymead Short Term Care	St Anthony's Close	DAG

Venues Removed

Venue Name	Address1	Classification
Blue Mountain Golf & Conference Centre	Wood Lane	Conference Centres, Rooms & Halls
Bracknell Forest Council and Register Office	Easthampstead House	Government & Local Government Offices Registration Offices Safer Places
Royal Hunt	177 New Road	Public houses & bars Restaurants

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.

Kyle Watson
Quality Manager

DisabledGo
April 2015