



NOTICE OF MEETING

Bracknell Forest Access Group
Wednesday 20 June 2018, 7.30 pm
Council Chamber - Time Square, Market Street, Bracknell, RG12 1JD

To: BRACKNELL FOREST ACCESS GROUP

Councillor Thompson (Chairman), Councillor Finnie (Vice-Chairman), Councillors Mrs Angell and Brossard

cc: Substitute Members of the Panel

Councillors Harrison, Mrs Ingham, Leake, Peacey and Tullett

Co-optees:

Ray Edwards MBE, Limbcare

Jane Figg, Macular Support Group

Sarah Gaitely, Konnections

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, Red Diamonds

Muriel Rawsthorne, Bracknell Forest Homes Tenants and Leaseholders Panel

EMERGENCY EVACUATION INSTRUCTIONS

- 1 If you hear the alarm, leave the building immediately.
- 2 Follow the green signs.
- 3 Use the stairs not the lifts.
- 4 Do not re-enter the building until told to do so.

If you require further information, please contact: Lizzie Rich
Telephone: 01344 352253
Email: committee@bracknell-forest.gov.uk
Published: 13 June 2018



Fred Rule, Keep Mobile Accessible Transport

Mark Sanders, Healthwatch

Mary Waight, Community Learning Disability Services, BFC

Louise Lucio-Palk, Berkshire Vision

ALISON SANDERS
Director of Resources

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AGENDA

Page No

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 21 February 2018.

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3. PRESENTATION FROM DISABLEDGO

To receive a presentation from Emily Edgar, of Disabled Go.

4. PRESENTATION FROM BRACKNELL AND WOKINGHAM COLLEGE ON PROVISION FOR STUDENTS WITH LEARNING DISABILITIES

To receive a presentation from Bracknell and Wokingham College on their provision for students with Learning Disability.

5. BUILDING ACCESSIBILITY

To receive a report from Council officers on the accessibility of Council buildings.

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6. TOUR OF NEW COUNCIL OFFICES

To view the new Council meeting areas.

7. ANY OTHER BUSINESS

8. ITEMS FOR FUTURE MEETINGS

To note proposed items for discussion at the Panel's next meeting and consider any additional items for discussion at future meetings.

Items for future meetings:

- Cyclist and skateboarders in the town centre (police representative to be invited)

The next meeting of the Access advisory Panel will be held on 10 October 2018 at 7.30pm in Time Square, Market Street.

**BRACKNELL FOREST ACCESS GROUP
21 FEBRUARY 2018
7.30 - 9.00 PM**



Present:

Councillor Clifton Thompson (Chairman)
Councillor Jim Finnie (Vice-Chairman)
Councillor Mrs Jan Angell
Councillor Michael Brossard

Also Present:

Mrs Isabel Mattick, Red Diamonds

In Attendance:

Anna McCafferty
Alison Sanders, Director of Resources
Emma Shaw, Community Team for People with Learning Disabilities
Samantha Wood, Bracknell Forest Council Community Engagement and Equalities Officer
Marcos Basurto-Castillon, Royal Berkshire Polo Club

Apologies for absence were received from:

Jane Figg
Mira Haynes
Andrea McCombie-Parker
Muriel Rawsthorne
Mark Sanders
Councillor Mrs Sandra Ingham

84. Minutes of Previous Meeting

The minutes of the meeting on 11 October 2017 were approved as a correct record.

Arising from the last meeting, where it had been reported that dropped kerbs with 'bobbles' created problems for people with mobility issues, it was reported that the bobbles were not a Borough choice and that the feedback would be added by the Transport team to the Department for Transport survey.

85. Access to BFC Libraries

Vincent Palizca presented a report on access to libraries in the Bracknell Forest which focused on access issues which had arisen from changes to the library service as part of the transformation review.

The review of the library service had identified a number of genuine efficiencies especially regarding how books were acquired and how they were moved around the borough. Service levels were maintained in libraries by volunteers who support staff to ensure residents got the service they wanted.

Further to this, efficiencies were identified by updating the IT systems with technology assisted opening. It was noted that this would allow residents to self issue books with an 'E+ card'.

Feedback from an extensive consultation revealed that library opening hours were confusing to residents. However the new technology would allow the libraries to be opened for an extended period. This meant no members of staff would be present at certain times. It was noted that the anticipated extended opening hours would be 9.30am – 7.30pm with core serviced hours maintained.

It was noted that accessibility and safe routes of exit in case of fire in a library with no staffing was a concern. Modifications were currently being made so 7 of 9 libraries can be accessed more easily by wheelchair users including a new library in Harmanswater which will be fully accessible when complete.

Bracknell town centre library has caused some problems due to the design of three levels. Top level can only be accessed by lift and therefore can't be accessed with technology assisted opening in case the lift failed. There are concerns about secondary routes of escape from the library. One idea was to train carers to use an evac chair but this was not allowed by insurers. There was a possibility of building a raised platform and forming a new exit route. The future of Bracknell Library is uncertain in its current location but potentially looking to build on the whole site with a brand new library which might start in 2 years time.

Technology for assisted opening will start being installed in all libraries from March. Wheelchair users wouldn't be able to use assisted opening due to fire exit issues only in Bracknell Library but also conscious of longer opening hours in Bracknell Library generally part from closure on Wednesday. However it was noted that there were alternative libraries in Bracknell which can be used.

Following question and discussion the following points were raised:

- Books could no longer be donated directly to libraries as not all books were suitable and each library had a different selection policy. The storage in libraries has also been reduced to save money. Residents were encouraged to take any unwanted books to local charity shops
- The thermostat could be adjusted so the heating would come on in the winter during extended opening hours
- Forest Care would monitor the libraries during unstaffed hours and could visit the libraries if there were any issues.
- Binfield would be the first library to have technology assisted opening in March 2018.
- The Bracknell Town centre library was currently shut on Wednesdays to save around £20k however it was hoped with the impact of savings and technology assisted opening that it may open in future which would have less of an impact on residents.
- Security was not considered an issue with technology assisted opening as residents would only be able to gain access by using an 'E+ Card' which would have all their personal details on including a picture.

It was confirmed that the proposed more limited accessibility options for Bracknell Library were acceptable considering the uncertainty of the library

location in the short term. The group were happy that all options were being explored to improve accessibility.

86. **Disabled Go Survey**

Sam Wood presented to the Access Group on the Disabled Go Surveys which were being completed in a number of shops and locations in the new Town Centre. It was noted that Disabled Go was the country's largest online access guide which provided information about accessibility at various venues and schools. BFC has had a contract for several years and has been completing the surveys in collaboration with the Lexicon. Over 65 venues were surveyed including all the carparks, the railway station, libraries and many shops and restaurants in the Town Centre. Couldn't survey Waitrose/Primark this time but hoping to look at it next year.

It was reported that there would be a training day with students who had learning disabilities who would go and to learn how to complete the surveys and would then complete some additional stores.

It was noted that Boots and M&S weren't part of the allocation because they had their own contracts with Disabled Go so their surveys would be completed separately.

The surveys were currently being checked by quality team, Bracknell Forest Council and the Lexicon and then would be added to the Disabled Go website once approved which was anticipated to be completed by April 2018.

Following the surveys being Live, there would be a social media campaign to let people know they were available. The guides would also be part of the Lexicon App so people with disabilities could plan their visit.

Following discussion the following points were raised.

- It was noted that there were access concerns in Cineworld – (screen 11), where there was only a short area of handrail. The back of the seat also moved when used as support which was an issue.
(Action: Sam Wood to check this has been picked up by Disabled Go.)
- It was questioned whether any usage figures were known as there were concerns about its visibility
(Action: Sam Wood to feedback on how often its used and how disabled people find using it)
- It was noted that there should be a link on the Lexicon website and should be included with the printed information in Shop Mobility
- It was confirmed that the Disabled Go surveys covered leisure and sporting facilities.
- It was questioned whether companies made any adaptations following the surveys and it wasn't known whether any stores would be adapted.
(Action: Sam Wood to find out if there's any info on companies updating stores following the survey)
- It was confirmed that the surveys would be publicised to Lexicon staff members as part of the launch.

87. **Safe Place Scheme**

Phil Jarvis presented to the Access Group on the Safe Space Scheme and how it was being implemented in the new Lexicon town centre. It was noted that the scheme had been available for 4/5 years and was in place to help

vulnerable people who were visiting local places and feel anxious or threatened. The scheme meant they had somewhere to go and a member of staff would look after them and make sure they're ok.

Phil Jarvis reported that he had been visiting shops individually and all have been keen to get involved. The Entertainer and Menkind were especially keen and every shop would be visited over the next few weeks. Currently 30-40 shops in the Lexicon had signed up which was increasing all the time.

The user can go into the shop and present the card to the shopkeeper and then they can sit down and they can stay until they feel better.

A number of suggestions were made regarding how the scheme could be publicised including:

- Making a film or digital media which could be presented via the Comms channels
- The film could feature a cartoon of how to use the scheme or an interview with a current user were also presented as ideas to engage more people in the scheme.
- Partner with self care week and self care year to promote the scheme
- Speaking at retailers forums such as the Chamber of Commerce
- Add an advert to the Lexicon Newsletter or Town and Country

It was also noted that cost of the scheme being free should be emphasised.

88. **Feedback on the Lexicon**

The chairman wanted to discuss any additional feedback on the Lexicon following the last meeting and the following points were raised:

- Some areas of the Avenue carpark were dimly lit especially around the payment area which was difficult for people to see and would particularly affect the visually impaired.
- Concerns were raised about whether the carpark contractor had been checking whether cars had blue badges whilst using the disabled bays. It was reported that Indigo had been heavily monitoring the bays but hadn't caught anyone doing anything wrong. Bays in the Avenue Carpark are particularly big and had very little scope for misuse so focused on other areas.
- Skateboarders outside the library were a hazard to library users. Mrs Isabelle Mattick would be contacting the local Community Police Officer and Vincent Palizcka would also take this up with Thames Valley Police to investigate what could be done.
- Concerns were raised about the lift from ground floor of Fenwicks to Fuego. The door would not shut so shoppers were being stranded and children were playing underneath lift which was a serious safety concern.

(Action AS to raise with Town centre team.)

- It was noted that the changing places area didn't have a hoist at the initial opening and it was questioned whether this had now been installed.

(Action: Sam Wood to check with Disabled Go if this had been updated and how residents got keys)

89. **Any Other Business**

There was no other business.

90. **Items for Future Meetings**

It was confirmed that Campbell Christie would present to the group at the next meeting on the support provided for students with learning disabilities at Bracknell and Wokingham College.

Any suggestions for future items can be sent to Emma Young at:
emma.young@bracknellforest.gov.uk

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TO: ACCESS ADVISORY PANEL
20 JUNE 2018

ACCESS IMPROVEMENT PROGRAMME PROGRESS REPORT
Director of Resources

1 INTRODUCTION

- 1.1 The Council has a continuing commitment to fund access improvements to its' publicly accessible buildings through the capital programme. Schools and other educational buildings are not included in this programme.
- 1.2 The Councils' performance is measured on the percentage of authority buildings open to the public where all public areas are suitable for and accessible to disabled people. Performance against this indicator is reported in the Resources Quarterly Service Report. This report is intended to inform Members of the panel of our progress in this regard.
- 1.3 In addition to the buildings included in 1.2 above, the programme includes buildings associated with adult social care services and non-school buildings associated with childrens' services and operational buildings. These buildings whilst not open to the public, are accessed by the public. Access audit information was gathered for these properties and necessary works were implemented where appropriate.

2 SUPPORTING INFORMATION

Publically Accessible Buildings List

- 2.1 The list of buildings that were deemed publically accessible was originally created to enable reporting to central government. This formal reporting requirement is no longer required, but the list has been maintained to measure our own progress.
- 2.2 Changes in the Councils' property portfolio prompted a review of the list of buildings considered as publically accessible. This has seen some properties removed and others added. These changes to the list mean that our outturn as a percentage is 94.7%, which represents 36 of the 38 buildings on the list. A copy of the current list of publically accessible buildings is appended to this report.

2015-2016 Programme

- 2.3 During 2015-16 programme works were carried out to our publically accessible buildings, this saw a range of improvement works at Ascot Heath Library.

2016-2017 Programme

- 2.4 Works were undertaken to the operational properties. This included minor improvements to the family centre at Wick Hill Cottage, the Oaks Childrens Centre and the Age Concern building at Forest Park.

2017-2018 Programme

- 2.5 The two remaining publicly accessible buildings is the car park at Braccan Walk and High Street Car Park. Both these buildings were accessed to identify any improvements that may be required. There is minor works that need to be carried out but this was delayed due to the ongoing town centre improvement works. These works will be undertaken during 2018-19.

2018-19 Programme

- 2.6 The two remaining publically accessible buildings listed in 2.5, minor works will be carried out during 2018-19.
- 2.7 The works required are similar at both car parks and include directional and informational signage, automation of doors and installation of handrails.
- 2.8 When the above works are completed later this year, it will draw to a close the Councils' formal Access Improvement Programme.

Future Actions

- 2.9 To complete review of adult social care operational buildings and non-school buildings associated with childrens' services and implement a programme of improvement works
- 2.10 As part of the annual programme of stock condition surveys it is proposed to include access audits of the remaining operational buildings to obtain details of what access improvements are required and include them in a programme as appropriate.
- 2.11 To include in our planned maintenance programme, improvement works identified, where due to the nature of the improvement works, they can only be undertaken as part of more significant refurbishment project.

Borough Solicitor's Comment

- 3.0 The access improvement programme reflects the Council's commitment to discharge its statutory responsibilities under the Equality Act 2006.

Borough Treasurer's Comment

- 4.0 There are no funding implications implementing the 2018-19 programme. The Council has an identified capital budget for access improvement works. The budget for 2018-19 is £48,300 (YM002).

Background Papers

Publically Accessible Buildings List – September 2016
Access Audit Buildings List – May 2018

Contact for further information

Tony Edmonds, Interim Head of Maintenance, Construction and Property, Resources
Tel. 01344 355184 tony.edmonds@bracknell-forest.gov.uk

Steven Caplan, Chief Officer: Property, Corporate Property, Resources
Tel. 01344 352474 steven.caplan@bracknell-forest.gov.uk

BRACKNELL FOREST BOROUGH COUNCIL - PROPERTY LIST - ACCESS AUDITS - May 2018	
Property Name	Completed Access Audits
Libraries	
Ascot Heath Library	✓
Binfield Library	✓
Birch Hill Library	✓
Bracknell Central Library	✓
Crowthorne Library	✓
Great Hollands Library	✓
Harmans Water Library	✓
Sandhurst Library	✓
White Grove Library	✓
Youth & Community Centres	
Coopers Hill Youth & Community Centre	✓
North Ascot Youth Club	
Priestwood Youth & Community	
Sandhurst Youth & Community Centre	✓
Youth Line	✓
Community Centres	
Birch Hill Community Centre	✓
Bullbrook Community Centre	✓
Crown Wood Community Centre	✓
Easthampstead & Wildridings Community Centre	✓
Farley Wood Centre	✓
Forest Park Community Centre	✓
Great Hollands Community Centre	✓
Harmanswater Community Centre	✓
Martins Heron Community Centre	✓
North Ascot Community Centre	✓
Owlsmoor Community Centre	✓
Pines Community Centre	✓
Priestwood Community Centre	✓
Leisure	
Easthampstead Crematorium	✓
Easthampstead Park Conference centre	✓
Harmans Water Swimming Pool	✓
Horseshoe lake	✓
Sandhurst Sports Centre	✓
South Hill Park	
The Look Out	✓
Westmorland Park Pavillion	✓
Corporate	✓
Commercial Centre	✓
Time Square	✓
Car Parks	
Braccen Walk Car Park	✓
High Street Car Park	✓
SS & H	
Bracknell Resource & Opportouity Centre	✓

Property Name	Completed Access Audits
150/151 Holbeck	✓
The Look Out	✓
Waymead Long Term Care Flats	✓
Waymead (Respite Care)	
Education	✓
Bracknell Family Centre	
Bracknell Youth & Resource Team	
Larchwood	

Property Name	Completed Access Audits	Reason exempt
Edgbarrow Youth Centre	✓	Academy
Whitegrove Youth & Community Centre		Leased out
Bracknell Leisure Centre	✓	Leased out
Coral Reef	✓	Leased out
Downshire Golf Complex	✓	Leased out
Edgbarrow Sports Centre	✓	Academy
Easthampstead House	✓	Due to be demolished
Seymour House	✓	Demolished
Cressex Lodge		Sold
Downside Resource Centre		To be sold
Heathlands Day Centre	✓	Under licence
Heathlands Elderly Persons Home		Leased out
7 Portman Close (formerly Johnston Court)		CYPL
Ladybank		Leased out

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Unrestricted



Publically Accessible Buildings

Issue date: 26/09/2016

The percentage of Council owned and managed buildings that are open to the public in which all public areas are suitable for and accessible to disabled people.

Excludes public conveniences, schools and other educational establishments.

	Property	Accessible?	Improvement Programme	Last Audited	Audit Company	Outturn (%)
1	Sandhurst Youth Centre (The Spot)	Yes		Apr-07	Pemberton Assoc.	2.6
2	Binfield Library	Yes		Feb-02	Wrightson O'Brien Ltd	5.3
3	Birch Hill Library	Yes		Feb-02	Wrightson O'Brien Ltd	7.9
4	Cem & Crem	Yes		Feb-02	Pemberton Assoc.	10.5
5	Crowthorne Library	Yes		New building		13.2
6	Easthampstead & Wildridings Community	Yes		Feb-02	Wrightson O'Brien Ltd	15.8
7	Easthampstead House	Yes		Apr-01	Pemberton Assoc.	18.4
8	Harmans Water Swimming Pool	Yes		Feb-02	Pemberton Assoc.	21.1
9	Time Square	Yes		Feb-02	Wrightson O'Brien Ltd	23.7
10	Whitegrove Library	Yes		Feb-02	Wrightson O'Brien Ltd	26.3
11	Harmans Water Library	Yes	2007/08	Apr-01	Pemberton Assoc.	28.9
12	The Look Out	Yes	2007/08	Apr-01	Pemberton Assoc.	31.6
13	Edgbarrow Sports Centre	Yes	2007/08	Apr-01	Pemberton Assoc.	34.2
14	Great Hollands Community Centre	Yes	2007/08	Feb-02	Pemberton Assoc.	36.8
15	Martins Heron Community Centre	Yes	2007/08	May-07	Andrews Partnership	39.5
16	Owlsmoor Community Centre	Yes	2007/08	Apr-07	Pemberton Assoc.	42.1
17	Priestwood Community Centre	Yes	2007/08	May-07	Andrews Partnership	44.7
18	Sandhurst Sports Centre	Yes	2007/08	Apr-01	Pemberton Assoc.	47.4
19	Forest Park Community Centre	Yes	2008/09	Feb-02	Pemberton Assoc.	50.0
20	Horseshoe Lake Sailing Centre	Yes	2008/09	Feb-02	Pemberton Assoc.	52.6
21	Pines Community Centre	Yes	2008/09	May-07	Andrews Partnership	55.3
22	Birch Hill Community Centre	Yes	2008/09	Jun-07	Pemberton Assoc.	57.9
23	Easthampstead Park Conference Centre	Yes	2009/10	Feb-04	T.B.A.	60.5
24	Downshire Golf Club	Yes	2009/10	Jun-08	Andrews Partnership	63.2
25	Coral Reef	Yes	2009/10	Feb-02	Pemberton Assoc.	65.8
26	Bullbrook Community Centre	Yes	2009/10	Feb-02	Wrightson O'Brien Ltd	68.4
27	Farley Wood Community Centre	Yes	2010/11	Feb-02	Wrightson O'Brien Ltd	71.1
28	The Zone Youth Centre	Yes	2010	New building		73.7
29	Jennetts Park Community Centre	Yes	2011	New building		76.3
30	Crown Wood Community Centre	Yes	2012/13	Feb-02	Wrightson O'Brien Ltd	78.9
31	Bracknell Library	Yes	2012/13	Apr-01	Pemberton Assoc.	81.6
32	Sandhurst Library	Yes	2012/13	Feb-02	Pemberton Assoc.	84.2
33	Great Hollands Library	Yes	2014/15	Feb-02	Pemberton Assoc.	86.8
34	Bracknell Sports & Leisure Centre	Yes	2013/14	Mar-07	Pemberton Assoc.	89.5
35	Parks Community Centre	Yes	2015	New building		92.1
36	North Ascot Library	Yes	2015/16	Feb-02	Wrightson O'Brien Ltd	94.7
37	Car park 2 - Charles Square	No		Added 2013		97.4
38	Car park 4 - High Street	No		Added 2013		100.0

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