

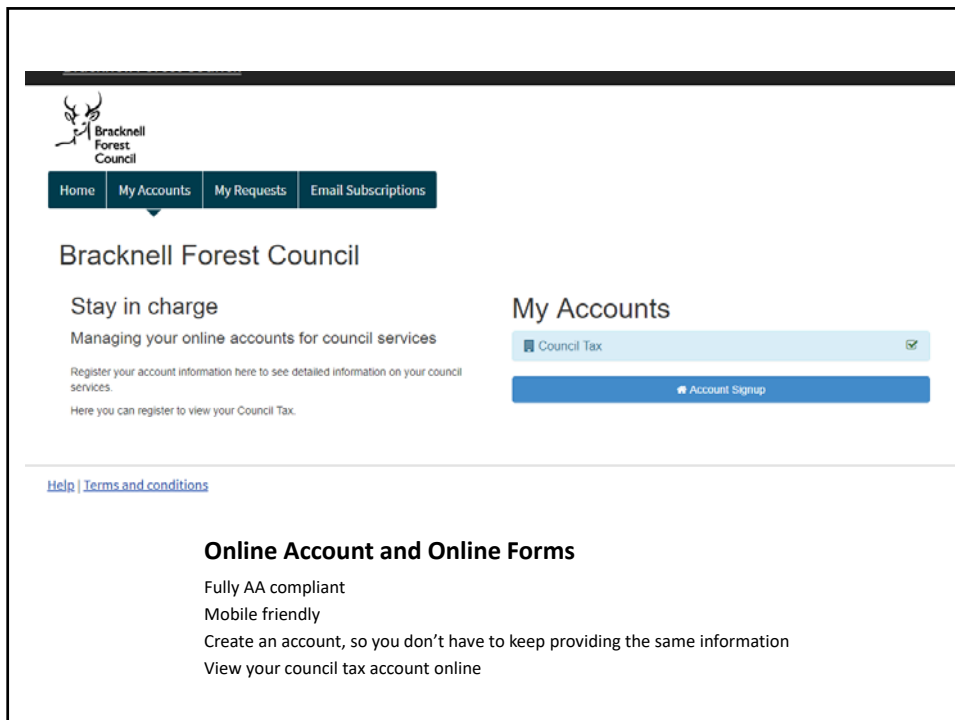
Access at Bracknell Forest Council

March 2019

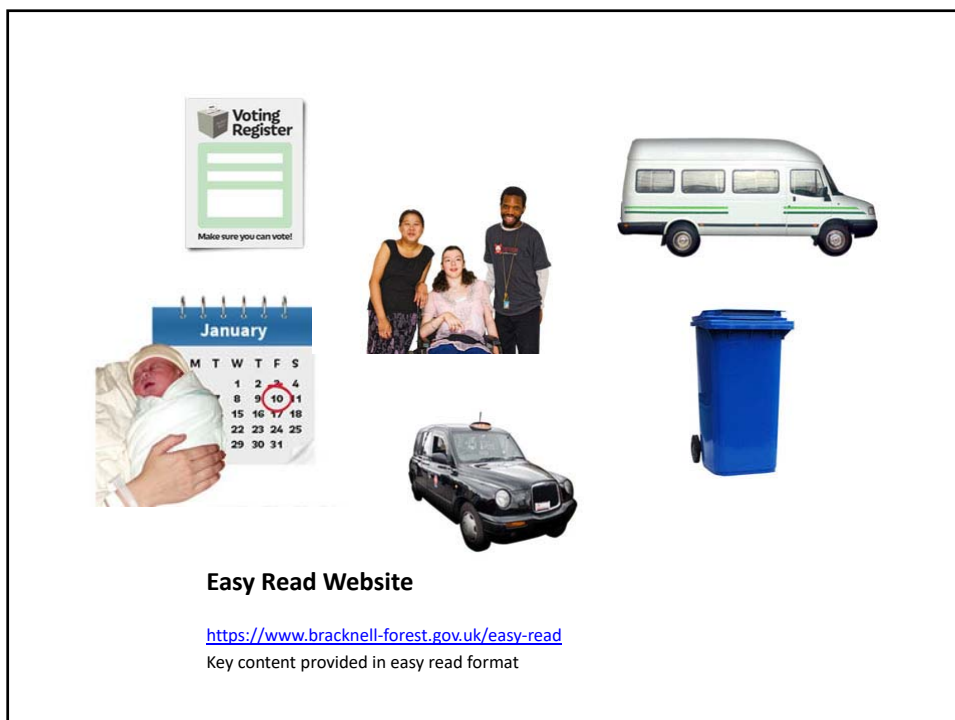


Website

AA accessibility standard
Tested annually by Shaw Trust
Mobile friendly



The screenshot shows the 'My Accounts' section of the Bracknell Forest Council website. At the top left is the council's logo. A navigation bar contains 'Home', 'My Accounts', 'My Requests', and 'Email Subscriptions'. The main heading is 'Bracknell Forest Council' followed by 'Stay in charge' and 'Managing your online accounts for council services'. Below this is a sub-heading 'My Accounts' with a search bar containing 'Council Tax' and an 'Account Signup' button. A 'Help | Terms and conditions' link is visible. A section titled 'Online Account and Online Forms' lists features: 'Fully AA compliant', 'Mobile friendly', and instructions to create an account to avoid repeating information and to view council tax accounts online.

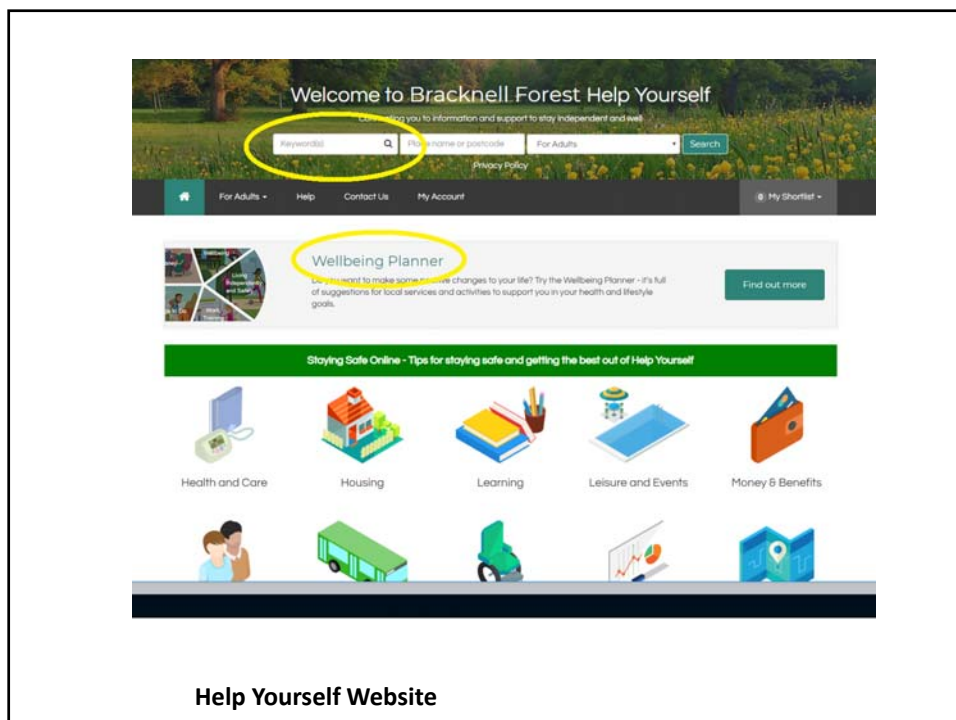
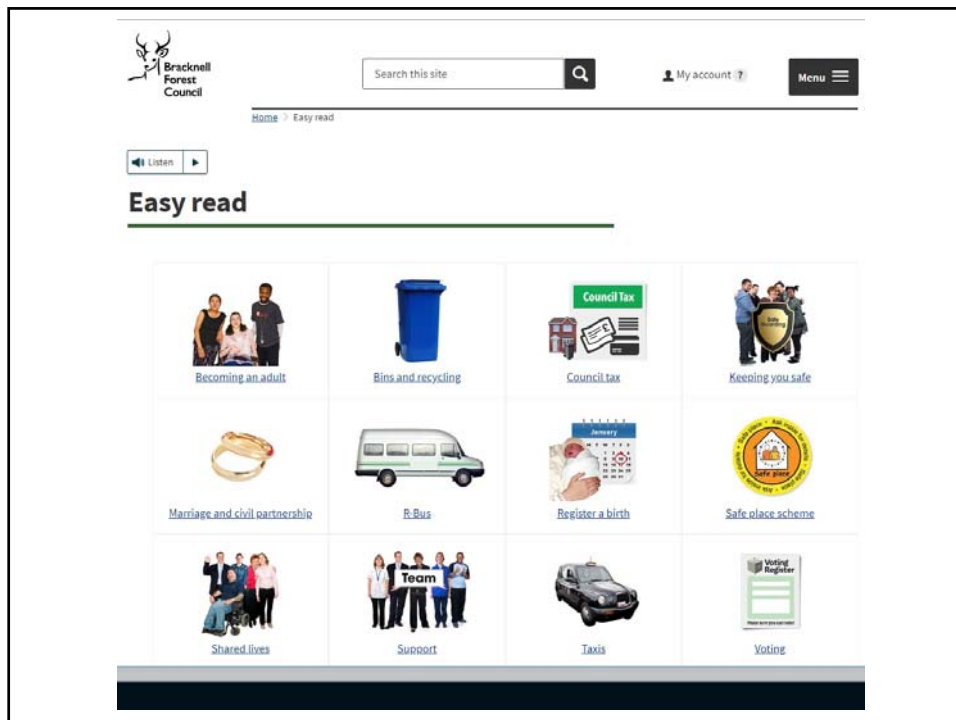


The collage includes a 'Voting Register' sign with the text 'Make sure you can vote!', a calendar for January with the 10th circled, a photograph of a family with a baby in a stroller, a white delivery van, a blue recycling bin, and a black taxi.

Easy Read Website

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

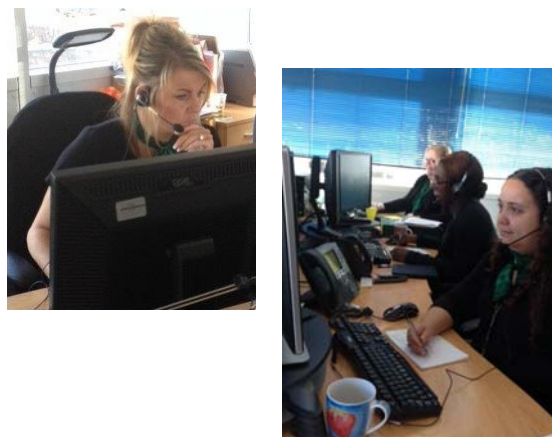
Key content provided in easy read format



Help Yourself Website



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



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)



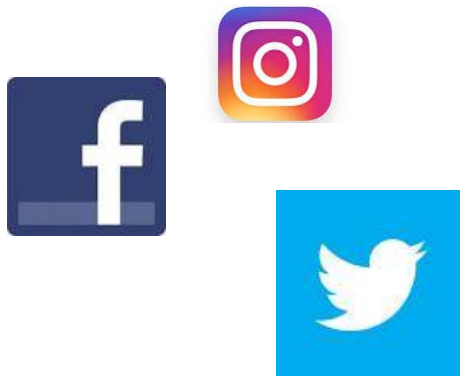
Web-chat

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