

**PERTH AND KINROSS COUNCIL****Housing and Health Committee****12 March 2014****DisabledGo Access Guide for Perth and Kinross****Report by Executive Director (Housing and Community Care)****PURPOSE OF REPORT**

To make the Committee aware of the proposals to launch local detailed online information about accessibility to different places (for example, hotels, restaurants, tourist attractions, libraries, leisure centres) in conjunction with DisabledGo.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 Perth and Kinross Council aims to deliver and commission services which meet the strategic objectives of both supporting people to lead independent, healthy and active lives as well as promoting a prosperous, inclusive and sustainable economy.
- 1.2 As a significant step towards these objectives, the Executive Director (Housing and Community Care) commissioned DisabledGo, a specialist national accessibility project, to produce an online access guide to some 1,000 goods and service providers across the Council area including shops, pubs, restaurants, theatres, hotels, train stations, tourist attractions, leisure facilities, local council offices and other public venues.
- 1.3 DisabledGo worked closely with local organisations, specifically the Centre for Inclusive Living Perth and Kinross, who already work with those living with a physical and/or sensory impairment and consulted directly with community members across Perth and Kinross. DisabledGo already work with a number of local authorities in Scotland and England.
- 1.4 By visiting either the DisabledGo website or following a link from the Perth and Kinross Council website, people will soon be able to check, for example, whether a pub is accessible to a wheelchair user, whether a cinema can offer a hearing loop, whether a hotel offers adapted rooms, and whether a restaurant offers menus in large print or Braille.
- 1.5 The DisabledGo access guide will be specially designed to answer the everyday questions of people living with a physical and/or sensory impairment, their assistants, carers, family and friends who live in or visit Perth and Kinross.

- 1.6 The aim is to use access information to give people with physical or sensory impairments the knowledge they need to access facilities in the area independently.
- 1.7 The specific services provided by DisabledGo to provide detailed local accessibility information online for Perth and Kinross include the following:-
- i. in person, on-site surveys of 1000 venues with a full assessment made in proportion to the range of services offered by the venue:  
  
200 Detailed Access Guides: A detailed access guide provides a graphical summary of the venue's accessibility using access icons, together with highly detailed information in relation to each of the key features of the venue. The guide describes the journey into and throughout the venue and includes photographs of the features covered. Detailed access guides are used for places where people are likely to spend a reasonable period of time, for example; theatres, libraries and hotels.  
  
800 Key Access Guides: This is a guide which provides a venue's address and contact details together with access icons which are based on the surveyor's visit and assessment. Key access guides are typically used to cover the sorts of places where people would spend short periods of time, such as; banks, small high street shops, bakeries and pharmacies.
  - ii. a printable access guide (for those without access to the internet) to specified venues within Perth and Kinross (maximum 100 venues) to be updated annually.
  - iii. an annual review process each year to ensure the access guide is kept up to date. All venues will be contacted by post, email or telephone. All venues which report a structural change will be reassessed by a surveyor and their information republished. In addition, 25 detailed access guides, 100 key access reviews or a combination of both (on a 4 key access review to 1 detailed access guide ratio) will be surveyed and added to the online access guide.
  - iv. organising community involvement events for the duration of the agreement as agreed in advance with Perth and Kinross Council.
  - v. involving local disability groups as appropriate in the development of the project.
- 1.8 A group of officers from within Housing and Community Care, Information Technology, Education and Children's Services and the Chief Executive's Service have met with DisabledGo and agreed the plan to implement the above for Perth and Kinross.

1.9 Highlights from the process during 2013 are outlined below:

- Community Equalities Advisory Group (CEAG) received a presentation by DisabledGo on Thursday 13 June 2013 at the A K Bell library, which was very well received.
- Community Consultation:  
North Inch Community Campus, Perth, Tuesday 2 July 2013, 10.30am – 12noon.  
Blairgowrie Community Campus, Blairgowrie, Tuesday 2 July 2013, 3.00pm – 4.30pm.  
Attendees had the opportunity to suggest venues they would like to be included in the guide.
- Surveyors surveyed venues across Perth and Kinross between September and December.

1.10 Appendix 1 provides an example of how this information may look when launched.

## **2. PROPOSAL**

- 2.1 The proposal is to launch online the detailed accessibility information for 1000 venues across Perth and Kinross, similar to the example attached within Appendix 1.
- 2.2 It is intended to hold an official DisabledGo launch event in late March or April 2014 and all Councillors will be invited to hear more from those involved at that time. A presentation by DisabledGo will take place at the launch event.

## **3. CONCLUSION AND RECOMMENDATIONS**

- 3.1 This is an important development for Perth as a city in terms of tourism and disability. The DisabledGo website nationally provides detailed access information to over 100,000 public venues and is used by over 50,000 disabled and older people a month. Perth and Kinross Council is committed to ensuring that residents and visitors with a disability are able to enjoy our area. To make it simple for people to know which facilities are accessible and how, we have worked with DisabledGo to compile this easy-to-use online directory.

### **The Committee is asked to:**

- 3.2 endorse the work done to date with DisabledGo and the Centre for Inclusive Living, Perth and Kinross, and
- 3.3 approve the proposal to make this accessibility information available online from March 2014.

**Author**

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**Approved**

<b>Name</b>	<b>Designation</b>	<b>Date</b>
John Walker	Executive Director (Housing and Community Care)	3 <sup>rd</sup> March 2014

If you or someone you know would like a copy of this document in another language or format, (on occasion only, a summary of the document will be provided in translation), this can be arranged by contacting *(Alan Taylor)*



Council Text Phone Number 01738 442573

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

<b>Strategic Implications</b>	<b>Yes / None</b>
Community Plan / Single Outcome Agreement	<b>Yes</b>
Corporate Plan	<b>Yes</b>
<b>Resource Implications</b>	
Financial	<b>Yes</b>
Workforce	<b>Yes</b>
Asset Management (land, property, IST)	<b>Yes</b>
<b>Assessments</b>	
Equality Impact Assessment	<b>Yes</b>
Strategic Environmental Assessment	<b>None</b>
Sustainability (community, economic, environmental)	<b>None</b>
Legal and Governance	<b>None</b>
Risk	<b>None</b>
<b>Consultation</b>	
Internal	<b>Yes</b>
External	<b>Yes</b>
<b>Communication</b>	
Communications Plan	<b>Yes</b>

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 This proposal supports the delivery of the Perth and Kinross Community Plan / Single Outcome Agreement.

#### Corporate Plan

- 1.2 This proposal supports the achievement of the Council's Corporate Plan Objectives and the Housing and Community Care Business Management and Improvement Plan.

### 2. Resource Implications

#### Financial

- 2.1 The Service Level Agreement will cover a five year period from 1 April 2013, and cost £13,000 per annum. This will be met from within the Housing and Community Care revenue budget.

### Workforce

- 2.2 There will be opportunities for work on the project by local people with a disability.

### Asset Management (land, property, IT)

- 2.3 The website links have no significant implications
- 2.4 Buildings included require to be surveyed.

## **3. Assessments**

### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.
- 3.2 This section should reflect that the proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- (i) Assessed as **relevant** and the following positive outcomes expected following implementation: detailed accessibility information on 1000 buildings within Perth and Kinross.

### Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.
- 3.4 This section should reflect that the proposals have been considered under the Act and:
- No further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Risk

- 3.5 There could be alternatives to using DisabledGo in future but at this time this was the most comprehensive option available.

## **4. Consultation**

### Internal

- 4.1 Officers within all Services were consulted and involved in progressing this.

## External

- 4.2 Wider consultation in 2013 included public meetings. The Community Equalities Advisory Group was consulted on the 13 June 2013 and Disabled Groups were communicated with prior to that.
- 4.3 From September 2013 DisabledGo worked with the Centre for Inclusive Living Perth and Kinross (CILPK [www.cilpk.org.uk](http://www.cilpk.org.uk)) to carry out access visits to a range of premises throughout Perth and Kinross.

## **5. Communication**

- 5.1 Wide communications will be undertaken as the project moves forward, including an official launch in early 2014.

## **6. BACKGROUND PAPERS**

N/A.

## **7. APPENDICES**

Appendix 1: Example of accessibility information.



## Perth & Kinross Council

**Perth & Kinross Council**  
2 High Street  
Perth  
Perthshire  
PH1 5PH  
Scotland



<http://www.pkc.gov.uk/>

[View Our Venues](#)

Perth & Kinross Council is committed to ensuring that residents and visitors with a disability are able to enjoy our area. To make it simple for you to know which facilities are accessible and how, we have worked with Disabled Go to compile this easy-to-use online directory. Whether you want to shop in Perth city centre, access our beautiful countryside, or go to a museum, concert or restaurant, everything is listed here to help you plan your outing.

As well as contact details for local charities and support organisations, there is information about public transport, taxis, bus stances, car parks and train stations, everything you need to get out and about, making the most of Perth and Kinross. I look forward to seeing you here!

**Councillor Ian Miller - Leader of the Administration**  
and

**Councillor Archie MacLellan - Chair of the Equalities**  
**Member Officer Working Group**

The Centre for Inclusive Living Perth and Kinross is a user-led organisation where the disabled members drive the need for change in society. Their specialist knowledge empowers them to make the difference in all aspects of life. We are dedicated to improving access to all buildings and attractions and have thoroughly enjoyed the chance to help DisabledGo within Perth and Kinross.

**Gillian Edwards - Acting Development Manager: The Centre**  
**for Inclusive Living Perth & Kinross**

**THIS ACCESS GUIDE IS COMING SOON**

[View All](#)



Community	Expand +
Entertainment, Culture and Leisure	Collapse -

- Activities
- Amusement Arcades

Arts Centre
- Bingo Clubs

Bowling Centres
- Cafes

Cinemas
- Galleries

Internet Cafes
- Leisure Centres

Museums
- Nightclubs

Public Houses & Bars
- Restaurants

Sports Grounds & Stadiums
- Swimming Pools

Tourist Attractions
- Tourist Information Centres

View All

Public and Professional	Expand +
Retail and Shopping	Expand +
Travel and Accommodation	Collapse -

- Car Parks
- Hotels, Hostels and B&Bs
- Petrol Stations
- Taxis
- Train Stations
- Travel Agents
- Park & Ride
- Taxis, Accessible Transport & Vehicle Hire

View All



## Places to Go

Search Places to Go

## Trip Planner

## Refine Your Results

## Current Search

You searched for "Perth & Kinross Council Soft Launch"

## Update Results

## Facilities

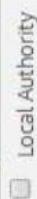
[View More](#)

Rating



0 to 5 star selected

## Organisation



## Search Results

You Are Here: [Home](#) > [Places to Go](#) > [Search Results](#)

Showing 1 to 4 of 4

View As  List  Map

## Beatrix Potter Exhibition



Station Road, Birnam, Perthshire, PH8 0DS

 01350 727674

 [admin@birnaminstitute.com](mailto:admin@birnaminstitute.com)

 <http://www.birnamarts.com>

Guide Last Updated: 07/12/2013



Blair Atholl Information Centre



✦ B8079, Blair Atholl, Perthshire, PH18 5SP

 01796 481355

✉ pf@atholl-esates.co.uk

 <http://www.blairathol.org.uk>

Guide Last Updated: 07/12/2013





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## Loch Leven Community Campus



Guide Last Updated: 07/12/2013

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The Muirs, Kinross, KY13 8FQ

01577 867100

kinrosshigh@pkc.gov.uk

<http://www.pkc.gov.uk>[Venue Reviews](#)[Travel](#)

The partner of choice

Average Rating: ★★★★★

[Review this Venue](#)

## Access Guide

Introduction	Expand +
Location	Expand +
Parking	Expand +
Outside Access (Main Entrance)	Expand +
Reception	Expand +
Inside Access	Expand +
Other Floors	Expand +
Lift	Expand +
Restaurant Bar Internal	Expand +
Accessible Toilet	Expand +
Accessible Toilet	Expand +
Standard Toilet	Expand +
Additional Info	Expand +



The partner of choice

Parking

Collapse -

- The venue does have its own car park.



Venue Car Park

Collapse -

- Parking is free for all users.
- The car park is at the front of the venue.
- The car park type is open air/surface.
- Parking spaces for Blue Badge holders do not need to be booked in advance.
- There are 9 designated parking bay(s) within the car park.
- The dimensions of the designated parking bay(s) are 340cm x 500cm (11ft 2in x 16ft 5in).
- The nearest designated bay is 36m (39yd) from the main entrance.
- The furthest designated bay is 75m (82yd) from the main entrance.
- The route from the car park to the entrance is accessible to a wheelchair user with assistance.
- Assistance may be required because there is / are uneven surfaces.
- The car park surface is tarmac.
- The patron does not have to cross a road.
- The car park does not have a height restriction barrier.
- There is not a designated drop off point.

Outside Access (Main Entrance)

Expand +

Cookie Policy

al Change (Main Entrance)

Expand +



- This information is for the entrance located to the front of the building.
- There is level access into the venue.
- The main doors open automatically.
- The doors are double width.
- The door opening is 250cm (8ft 2in) wide.

## Second set of doors

Collapse -

- There is a second set of doors.
- The doors open automatically.
- The doors are double width.
- The door opening is 170cm (5ft 7in) wide.

## Reception

Collapse -

- There is level access to reception from the entrance.
- The reception desk is low height.
- Lighting levels are medium.
- There is not a hearing assistance system.







## Inside Access

Expand +


## Other Floors

Expand +



Reception			Collapse -
<ul style="list-style-type: none"> <li>• There is level access to reception from the entrance.</li> <li>• The reception desk is low height.</li> <li>• Lighting levels are medium.</li> <li>• There is not a hearing assistance system.</li> </ul>			
Inside Access			Collapse -
<ul style="list-style-type: none"> <li>• There is level access to the service.</li> <li>• Lighting levels are medium.</li> <li>• Motorised scooters are allowed in public parts of the venue.</li> </ul>			
Other Floors			Collapse -
Steps	Collapse -		
<ul style="list-style-type: none"> <li>• The floors which are accessible by stairs are G-1-2.</li> <li>• There are 15+ steps between floors.</li> <li>• The lighting level is medium.</li> <li>• The steps are clearly marked.</li> <li>• The steps are medium</li> </ul>			



Other Floors	Expand +
Lift	Collapse -
<div>  </div> <ul style="list-style-type: none"> <li>• There is a lift for public use.</li> <li>• The lift is located to the right as you enter.</li> <li>• The lift is a platform lift.</li> <li>• The floors which are accessible by this lift are G-1-2.</li> <li>• The platform lift accesses a small level change.</li> <li>• The lift is 15m (16yd) from main entrance.</li> <li>• Staff do need to be notified for use of the lift.</li> <li>• The dimensions of the lift are 95cm x 195cm (3ft 1in x 6ft 5in).</li> <li>• The clear door width is 90cm (2ft 11in).</li> <li>• There are separate entry and exit doors in the lift.</li> <li>• There is not a mirror to aid reversing out of the lift.</li> <li>• The lift does not have a visual floor indicator.</li> <li>• The lift does not have an audible announcer.</li> <li>• The controls for the lift are within reach for a wheelchair user.</li> <li>• The lighting level in the lift is medium.</li> <li>• The lift controls do have Braille markings.</li> <li>• The lift controls do have tactile markings.</li> </ul> <div> CommentsExpand + </div>	
Restaurant Bar Internal	Expand +
Accessible Toilet	Expand +
Accessible Toilet	Expand +



- The following information is for the restaurant.
- Once inside, there is level access to the service.
- Full table service is available.
- There is not a lowered section at the service counter.
- No tables are permanently fixed.
- No chairs are permanently fixed.
- No chairs have armrests.
- The nearest table is 35m (38yd) from the main entrance.
- The distance between the floor and the lowest table is 70cm (2ft 4in).
- The distance between the floor and the highest table is 70cm (2ft 4in).
- Menus are wall only.
- Menus are clearly written.
- Menus are presented in contrasting colours.
- The type of food served here is varied hot and cold meals .



Accessible Toilet

Location of and access to accessible toilets	Expand +
Features and dimensions of accessible toilets	Expand +
Position of fixtures in accessible toilets	Expand +
Colour contrast and lighting in accessible toilets	Expand +



Accessible Toilet





Location of and access to accessible toilets	Collapse -
<ul style="list-style-type: none"> <li>There are accessible toilets within this venue designated for public use.</li> <li>The toilet is not for the sole use of disabled people.</li> <li>There is no additional signage on or near the toilet door.</li> <li>The accessible toilet is 40m (44yd) from the main entrance.</li> <li>The accessible toilet is located to the right as you enter.</li> <li>There is level access to the accessible toilet.</li> </ul>	
Features and dimensions of accessible toilets	Collapse -
<ul style="list-style-type: none"> <li>This is a unisex toilet.</li> <li>A key is not required for the accessible toilet.</li> <li>The door opens sliding.</li> <li>The door is locked by a twist lock.</li> <li>The width of the accessible toilet door is 89cm (2ft 11in).</li> <li>The dimensions of the accessible toilet are 200cm x 280cm (6ft 7in x 9ft 2in).</li> <li>Floor manoeuvring space is clear in the accessible toilet.</li> <li>There is a lateral transfer space.</li> <li>As you face the toilet pan the transfer space is on the left.</li> <li>The lateral transfer space is 80cm (2ft 7in).</li> <li>There is a dropdown rail on the transfer side.</li> <li>There is a flush on the transfer side.</li> <li>The tap type is lever.</li> </ul>	



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Availability and Location of Standard Toilets	Collapse -
<ul style="list-style-type: none"> <li>Standard toilets are available.</li> </ul>	
Access to Standard Female and Male Toilets	Collapse -
<ul style="list-style-type: none"> <li>The female and male toilets are located to the right of the library entrance.</li> <li>The female and male toilets are 9m (29ft 6in) from the library entrance.</li> <li>Inside the venue, there is level access to the female and male toilet.</li> <li>Lighting levels are medium.</li> </ul>	



## Additional Info

Collapse -

- Staff do receive disability awareness / equality training.
- Documents are not available in Braille.
- Documents are not available in large print.
- Registered assistance dogs are welcomed.
- A member of staff trained in BSL skills is not generally on duty.
- Staff are Text Relay aware.
- Plastic cups are available.
- Plastic cutlery is available.
- Drinking straws are available on request.





## Breadalbane Community Campus



[Explain These Icons](#)

[View the Access Guide](#)

[Email Us About This Venue](#)



[Crieff Road, Aberfeldy, Perthshire, PH15 2DU](#)  
 01887 822400  
[breadalbanereception@pkc.gov.uk](mailto:breadalbanereception@pkc.gov.uk)  
<http://www.pkc.gov.uk>

Venue Reviews



The partner of choice

Introduction	Expand +
Opening Times	Expand +
Location	Expand +

Parking	Collapse -
<ul style="list-style-type: none"> <li>The venue does have its own car park.</li> </ul>	
Venue Car Park	Collapse -
<ul style="list-style-type: none"> <li>Parking is free for all users.</li> <li>The car park is at the front of the venue.</li> <li>The car park type is open air/surface.</li> <li>Parking spaces for Blue Badge holders do not need to be booked in advance.</li> <li>There are 4 designated parking bay(s) within the car park.</li> <li>The dimensions of the designated parking bay(s) are 350cm x 490cm (11ft 6in x 16ft 1in).</li> <li>The nearest designated bay is 8m (26ft 3in) from the main entrance.</li> <li>The furthest designated bay is 12m (13yd) from the main entrance.</li> <li>The route from the car park to the entrance is accessible to a wheelchair user with assistance.</li> <li>Assistance may be required because there is / are uneven surfaces.</li> <li>The car park surface is tarmac.</li> <li>The patron does not have to cross a road.</li> <li>The car park does not have a height restriction barrier.</li> </ul>	
On Street Parking and Drop Off	Expand +



The partner of choice

Outside Access (Main Entrance)	Expand +
Reception	Expand +
Inside Access	Collapse -
<ul style="list-style-type: none"> <li>• There is level access to the service.</li> <li>• There is a hearing assistance system.</li> <li>• The system is a portable loop.</li> <li>• Staff are trained to use the system.</li> <li>• Lighting levels are medium.</li> <li>• Motorised scooters are allowed in public parts of the venue.</li> </ul>	
Other Floors	Expand +
Lift	Expand +
Fitness Suite	Expand +
Swimming Pool	Expand +
Restaurant Bar Internal	Collapse -



- The following information is for the cafe.
- Once inside, there is level access to the service.
- Full table service is available.
- No tables are permanently fixed.
- No chairs are permanently fixed.
- No chairs have armrests.
- The nearest table is 15m (16yd) from the main entrance.
- The distance between the floor and the lowest table is 39cm (1ft 3in).
- The distance between the floor and the highest table is 73cm (2ft 5in).
- Menus are wall only



