



Dundee City Council

Annual Review 2013

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

- 4% of venue entries required review due data changes.

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

- 2% 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 – Dundee 2013

- **Finmill Centre** – Added new rear car park.
- **Cambustay was Kittiwake** – Changed name, added new accessible toilet & updated photographs.
- **Glass Pavilion** – Deleted old entrances, added new main entrance & updated photographs.
- **Visocchi's** – Added details of entrance ramp.
- **McDonald's Dayton Drive** – Added opening times and new automatic entrance doors.
- **McDonald's Wellgate Centre** – we have added the details of the accessible toilet.
- **McDonald's 15 Reform Street** – we have added the details of the accessible toilet, the new doors at the entrance and mentioned that seating is available outside.
- **Clarks, 80 North Lindsay Street** – the guide was updated to include details of the accessible toilet and the Blue Badge bay outside the venue on North Lindsay Street.
- **Westport, 66 North Lindsay Street** – the guide was updated to include details of the accessible toilet.

Venues Removed

During the annual review the following venues were removed from the Dundee Access Guide.

Venue Name	Address	Classifications
British Red Cross	14 Reform Street	Charity Shops Second Hand Retailers
Gazette	136 High Street	Newsagents & Convenience Stores Newsagents
RBS	3 High Street	Banking & Finance
B W Doors & Windows	159 High Street	Repair Services Installers
Haddows	118 High Street	Off Licences
Fairprice Convenience Store	20 Dalhousie Road	Newsagents & Convenience Stores
Am Anderson of Crail	Campfield Square	Alternative Therapies Fishmongers
LHD Lights	119 Clepington Road	Household Stores
Blockbuster	302 Perth Road	Film Rental
D R A	Campfield Square	Computer Retailers Repair Services
Little Chef	A90 Kingsway	Restaurants
Coyle's Bar	21-23 Old Hawkhill	Public Houses & Bars
CQ's Café	Overgate Shopping Centre	Cafés

Venues Added

During the annual review **44** venues were added to the access guide, **24** Key Access Guides and **20** 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.

Venue Name	Address	Link
7 Day News	275 Brook Street	http://www.disabledgo.com/en/access-guide/url-7-day-news
Aberdeen Valet Service	161 Brook Street	http://www.disabledgo.com/en/access-guide/aberdeen-valet-service
Alva Square Communal Lounge Polling Station	10 Alva Square	http://www.disabledgo.com/en/access-guide/alva-square-communal-lounge-polling
Andersons	76–78 Gray Street	http://www.disabledgo.com/en/access-guide/andersons-3
Angus Housing Association Polling Station	1 The Square	http://www.disabledgo.com/en/access-guide/angus-housing-association-polling-s
Antalia	3 Whitehall Crescent	http://www.disabledgo.com/en/access-guide/antalia
Ballumbie Primary School Polling Station	70 Lothian Crescent	http://www.disabledgo.com/en/access-guide/ballumbie-primary-school-polling-st
Barnhill Primary School Polling Station	Falkland Crescent	http://www.disabledgo.com/en/access-guide/barnhill-primary-school-polling-sta
Blue Marlin	Camperdown Street	http://www.disabledgo.com/en/access-guide/blue-marlin-1
British Heart Foundation	202 Brook Street	http://www.disabledgo.com/en/access-guide/british-heart-foundation-131
Brooksbank Centre Polling Station	Pitairlie Road	http://www.disabledgo.com/en/access-guide/brooksbank-centre-polling-station
Café Caan	20A Exchange Street	http://www.disabledgo.com/en/access-guide/cafè-caan
Caffé Borsa	1–3 Panmure Street	http://www.disabledgo.com/en/access-guide/caffè-borsa
City Harbour Chinese Buffet Restaurant	Units 3 & 4	http://www.disabledgo.com/en/access-guide/city-harbour-chinese-buffet-restaur
Claypotts Castle Primary School Polling Station	9 Ballock Place	http://www.disabledgo.com/en/access-guide/claypotts-castle-primary-school-pol
Clyde Place Sheltered Housing Polling Station	52 Tummel Place	http://www.disabledgo.com/en/access-guide/clyde-place-sheltered-housing-polli
D’Arcy Thompson	21–23 Old Hawkhill	http://www.disabledgo.com/en/access-guide/darcy-thompson
Empire State Coffee	36–38 Nethergate	http://www.disabledgo.com/en/access-guide/empire-state-coffee
Ferry Fish	77 Gray Street	http://www.disabledgo.com/en/access-guide/ferry-fish
Ferry’s Chip Shop	299 Brook Street	http://www.disabledgo.com/en/access-guide/ferrys-chip-shop
Fleming Gardens Communal Lounge Polling Station	Hindmarsh Avenue	http://www.disabledgo.com/en/access-guide/fleming-gardens-communal-lounge-pol

Venue Name	Address	Link
Gazeley's	282 Brook Street	http://www.disabledgo.com/en/access-guide/gazeleys
Gillies	172–180 Brook Street	http://www.disabledgo.com/en/access-guide/gillies
Goodfellow & Steven	83 Gray Street	http://www.disabledgo.com/en/access-guide/goodfellow-and-steven-4
Holland & Barrett	161 Brook Street	http://www.disabledgo.com/en/access-guide/holland-and-barrett-156
Hosies	304 Brook Street	http://www.disabledgo.com/en/access-guide/hosies-1
ICOM	Overgate Shopping Centre	http://www.disabledgo.com/en/access-guide/icom
Just Love Nails	Overgate Shopping Centre	http://www.disabledgo.com/en/access-guide/just-love-nails
Keystore	130 Gray Street	http://www.disabledgo.com/en/access-guide/keystore-8
Lloyds TSB	158 Brook Street	http://www.disabledgo.com/en/access-guide/lloyds-tsb-326
Logie/Scott Street Sheltered Housing Polling Station	33 Lime Street	http://www.disabledgo.com/en/access-guide/logiescott-street-sheltered-housin
M. S. Irvine Optometrists	62–64 Gray Street	http://www.disabledgo.com/en/access-guide/m-s-irvine-optometrists
McCalls	84–86 Gray Street	http://www.disabledgo.com/en/access-guide/mccalls
Mitchell Street Centre Polling Station	Mitchell Street	http://www.disabledgo.com/en/access-guide/mitchell-street-centre-polling-stat
MJ's	A90 Kingsway	http://www.disabledgo.com/en/access-guide/mjs
Ness	Overgate Shopping Centre	http://www.disabledgo.com/en/access-guide/ness
Next	Unit 1A Overgate Centre	http://www.disabledgo.com/en/access-guide/next-130
Quiz	Overgate Shopping Centre	http://www.disabledgo.com/en/access-guide/quiz-13
R. S. Mcpherson Pharmacy	120 Gray Street	http://www.disabledgo.com/en/access-guide/r-s-mcpherson-pharmacy
RBS	288 Brook Street	http://www.disabledgo.com/en/access-guide/rbs--4
Sky	Overgate Shopping Centre	http://www.disabledgo.com/en/access-guide/sky-1

Venue Name	Address	Link
St. Andrew's Primary School Polling Station	45 St. Leonard's Place	http://www.disabledgo.com/en/access-guide/st-andrews-primary-school-polling-s
Turkish Barber	94 Gray Street	http://www.disabledgo.com/en/access-guide/turkish-barber-1
West House	2 West Port	http://www.disabledgo.com/en/access-guide/west-house-1

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.

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DisabledGo

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