

┌ Councillors Ruhemann (Chair), ┐
Benson, Eden, Khan, Stanford-Beale,
Vickers and White

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└ To All Members of the Access & ┘
Disabilities Working Group ┘

7 June 2013

Your contact is: Amy Bryan - Committee Services

**NOTICE OF MEETING - ACCESS AND DISABILITIES WORKING GROUP - THURSDAY
20 JUNE 2013**

A meeting of the Access and Disabilities Working Group will be held on **THURSDAY 20 JUNE 2013 at 2.00pm in the Kennet Room**, Civic Offices, Reading. The Agenda for the meeting is set out below.

AGENDA

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1. WELCOME TO NEW MEMBERS AND APOLOGIES FOR ABSENCE	-
2. COUNCILLORS' DECLARATIONS OF INTERESTS Councillors to declare any personal and prejudicial interests they may have in relation to the items on the agenda.	-
3. MINUTES OF THE MEETING HELD ON 21 MARCH 2013	1-6

CIVIC CENTRE EMERGENCY EVACUATION: Please familiarise yourself with the emergency evacuation procedures, which are displayed inside the Council's meeting rooms. If an alarm sounds, leave by the nearest fire exit quickly and calmly and assemble at the Hexagon sign, at the start of Queen's Walk. You will be advised when it is safe to re-enter the building.

4. **MATTERS ARISING FROM THE MINUTES**
- Royal Berkshire Hospital
 - New Civic Offices - Working Group
 - Changing Places at the Oracle Shopping Centre
 - Reading Station - Disabled Toilets
 - Reading Station - Readibus & Shopmobility
5. **ACCESS & DISABILITIES WORKING GROUP - ACHIEVEMENTS AND PRIORITIES** 7-8
- Councillor Ruhemann, Chair of Access & Disabilities Working Group
6. **MONITORING THE IMPACT OF WELFARE CHANGES** Verbal
7. **HEALTH AND WELL BEING STRATEGY** Verbal
- Helen Bryant, Access Officer
- The strategy is available on the Reading Borough Council website - search for 'health and well being strategy'
8. **INFORMATION ITEMS**
- **EU DISABILITY CARD & OTHER INITIATIVES FROM THE EU** 9-13
 - **CARERS WEEK 2013** 14-15
9. **ISSUES LIST - a look at the progress with the ongoing 'Issues List' (please see form printed at the back of the agenda papers)** 16
10. **ANY OTHER BUSINESS** -

11. DATE AND TIME OF NEXT MEETING

-

Dates for the meetings in the 2013-14 Municipal Year are as follows:

- Thursday 19 September 2013
- Thursday 5 December 2013
- Thursday 20 March 2014

All meetings will commence at 2pm.

ACCESS & DISABILITIES WORKING GROUP MINUTES - 21 MARCH 2013

Present:

Councillors Ruhemann (Chair), Orton and Stanford-Beale.

Also in attendance:

Carol Marengi	Chain Reaction & Stroke Association
Alan Fleming	Enrych Berkshire
Neil Craig	First Great Western
Gareth Taylor	First Great Western
Paul Williams	Hampshire County Council - Senior Design Manager
Neil Hadley	Mace Ltd - Programme Support
Liz Cheney	Member of Public
Derek Woad	Member of Public
Diane Goodlock	MS Society
Keith Seville	Nesta Care Support
Lisa Bamsey	Readibus
Jenny Turner	Readibus & Arthritis Matters
Trish Wright	Readibus & MS Therapy Centre
Bob Bristow	Reading Association for the Blind
Keith Hester	
David Wiltshire	
Helen Bryant	RBC - Access Officer
Jenny Miller	RBC - Commissioning Officer
Amy Bryan	RBC - Committee Services
Jan Sagoo	RBC - Head of Civic Services/New Civic Project
Anthony Bolton	RBC - Head of Highways and Transport
Sarah Tapliss	RBC - Strategy Officer

Apologies:

Councillor Rye	RBC
Councillor Vickers	RBC
Sian Hooley	Berkshire PHAB

1. MINUTES

The Minutes of the meeting held on 6 December 2012 were agreed as a correct record and signed by the Chair.

2. MATTERS ARISING

Royal Berkshire Hospital

Further to Minute 2 of the last meeting it was reported that no progress had been made and Councillor Ruhemann said he would once again write to the Chief Executive.

AGREED: That the position be noted.

3. NEW CIVIC OFFICES - PLAZA WEST

Further to Minute 3 of the meeting held on 20 September 2012, Paul Williams, Hampshire County Council, Neil Hadley, Mace Ltd, and Jan Sagoo, Head of Civic

Services and New Civic Project, attended the meeting and updated the Group about the new Civic Offices at Plaza West.

Paul gave an overview of the Plaza West building and the plans had been outlined for the ground floor, which would include the reception area, public meeting rooms and a post office. Paul explained what was being considered in the design, for example the visibility of the materials used, signage, contrasting carpets/doors/walls, audibility and access in, around and out of the building.

Anthony Bolton, Head of Highways and Transport, spoke about the approaches to the building. He reported that the St Mary's Butts/Gun Street/Bridge Street/Castle Street junction would be upgraded in summer 2013, which would include widening of the footpaths around the junction.

It was reported that the next consultation with the Group would be with a small working group to discuss some of the plans for the public areas of the building in more detail.

AGREED: That Paul Williams, Neil Hadley and Jan Sagoo be thanked for attending the meeting.

4. CHANGING PLACES

Jenny Miller, Commissioning Officer, attended the meeting and spoke about the proposed plans for a changing places in the Oracle Shopping Centre. Jenny reported that there was funding available for a changing places which had to be spent by August 2013, and it was currently proposed to put the changing place next to the Shop Mobility Centre in the Holybrook Car Park and for it to be open between 10am - 5pm Monday to Friday. Jenny handed out copies of the first draft of the design.

Jenny welcomed comments on the proposed location of the unit and any other aspects of the proposed unit. There were mixed comments about the proposed location; some people said it was a sensible idea to have it near to the shop mobility but some expressed concern that the shop mobility was difficult to find from within the shopping centre and better signage would be needed. There was also concern that the Holybrook Car Park was often full at busy times and closed to cars entering, even if there were available disabled parking bays, and that would mean the Changing Places facility could not be accessed. It was felt strongly that the changing places unit should be open the same hours as the rest of the Oracle shopping centre, and should not be limited.

AGREED:

- (1) That Jenny Miller be thanked for attending the meeting and asked raise these issues with the Oracle management;
- (2) That anybody with further comments report them to Jenny Miller.

5. READING BUSES

This item was postponed to a future meeting.

6. READING STATION

Further to Minute 4 of the last meeting, Gareth Taylor and Neil Craig, First Great Western, attended the meeting and spoke about the new station platforms, entrance and footbridge which would be opening on Thursday 28 March 2013.

Gareth reported that the work was on target to be completed for the opening on the evening of 28 March 2013. He also informed the Group that the majority of the station would be closed during the Easter holiday from 28 March to 8 April 2013, and there would be replacement bus services for many journeys during this period.

In answer to a concern expressed about the new underpass, Gareth said that it was currently staffed between 0600 hours and 2100 hours, there was 24 hour CCTV throughout the underpass and once the new station entrances were open it would not be as far to walk as the boarding would be removed. Anthony Bolton said he would investigate if it was possible to erect signage that informed people there was CCTV recording.

Gareth handed out copies of the plans for the new disabled toilets that had been installed on each platform. He reported that they had been designed and installed in accordance with the Department for Transport Code of Practice on Accessible Train Station Design for Disabled People. The Working Group expressed great concern that there were only toilets with left hand transfers and queried why this was. Gareth said that this was what the design code of practice specified; if two toilets were built together then both right hand and left hand transfer had to be included but where there was only one it was designed as a left hand transfer. The Group questioned whether some of the toilets could be changed so some platforms had toilets with left hand transfer and some platforms had toilets with right hand transfers to enable all wheelchair users to use the toilet facilities. Councillor Ruhemann agreed to write to the Department for Transport and highlight the issue with the Design Code of Practice and suggest they make changes.

Anthony Bolton reported that a changing places and a shop mobility scheme were still being investigated for the new station or area around the station. Anthony also responded to a question about issues regarding Readibus dropping off and picking up at the station as there was no designated area and customers did not know when they were being dropped off so found it hard to plan their journey. Anthony said that the Transport section was working with Readibus regarding access around the station.

In response to a question, Gareth confirmed that there would still be a dedicated team to assist disabled people at Reading Station. Anyone wanting assistance could telephone the station and inform the team when they would be travelling. Advance notice was not necessary but did help the station plan for enough staff to be available to assist.

AGREED:

- (1) That Gareth Taylor and Neil Craig, be thanked for attending the meeting;
- (2) That Councillor Ruhemann write to the Department for Transport regarding their Design Code of Practice.

7. ILLEGAL SKIP DUMPING

Anthony Bolton, Head of Highways and Transport, updated the Group on illegal skips. He reported that the skip that had been reported in St. Mary's Butts had not been licenced and it had now been removed. The policy regarding skips in the town centre was not to licence them in an area that was a disabled parking bay.

A question was asked regarding what action could be taken against misuse of disabled parking bays when they were on private land (like supermarkets) and not on the public highway. It was suggested that action could be taken through the planning system as there may be requirements in the planning application for a specific number of disabled parking bays to be available.

AGREED: That the position be noted.

8. WELFARE REFORM

Sarah Tapliss, Strategy Officer, attended the meeting and spoke about the recent changes that were being implemented to the welfare system.

Sarah reported on the changes to Council Tax Benefit which meant that everyone of working age would have to pay a minimum of 15% of their Council Tax bill.

Sarah also reported on the implications of the Welfare Reform Act 2012, in particular the Social Renting Occupancy or 'bedroom tax' which reduced Housing Benefit if anybody was under occupying their social housing. Under occupancy of one room would result in a 14% reduction of Housing Benefit, and under occupancy of two rooms would result in a 20% reduction of Housing Benefit. Being on a waiting list for a smaller property would not make people exempt from the reduction. There was a discretionary housing benefit payment that could be applied for, this was for people who would struggle with the reduction in benefit but it would only be available for a limited period: and Sarah suggested anyone who believed they may have difficulty when this change came into force to contact their landlord as soon as possible. It was reported at the meeting that foster carers and armed forces personnel had now been classed as exempt from the under occupancy rule and that there had been case law regarding children with a disability who needed extra space but there had not been a ruling on adults with a disability who needed an extra room who would therefore still be subject to the tax.

Sarah also reported that there were further changes to the welfare system which would come into effect in 2013; these changes included the move to universal credit and the transfer of Disability Living Allowance to Personal Independence Payments.

AGREED: That Sarah Tapliss be thanked for attending the meeting and the position be noted.

9. LOCAL ACCESS FORUM

Councillor Ruhemann reported that the Local Access Forum was looking for people to become members. The Local Access Forum provided advice to Reading Borough, West Berkshire and Wokingham Borough Councils and other agencies on improving access to the countryside and outdoor activities. Membership of the Forum was a voluntary role. The closing date for applications was 31 March 2013 and details had been included with the agenda for anyone interested in applying.

AGREED: That the position be noted.

10. INFORMATION ITEMS

Equality Advisory and Support Service (EASS)

Information had been attached to the agenda on the Equality Advisory and Support Service (EASS) which provided advice and support on equality and human rights issues.

Get Loud for LCD at Party Conference

Leonard Cheshire Disability were offering an opportunity to apply to be a disabled campaigner to attend a party conference to pass on their views and support Leonard Cheshire Disability campaigning. An application form could be obtained from Helen Bryant, Access Officer.

Talking Health Focus Group

Information had been attached to the agenda asking for views of people who had a chronic or long term health condition. The address for the questionnaire was included in the papers.

11. ISSUES LIST

The following issues were reported at the meeting:

- Faulty Rotating Cones - near the Sidmouth Street/London Road junction
- Bus Stop on Craven Road near Royal Berkshire Hospital - the gradient from the bus stop was very steep
- There were still skips situated in the disabled parking bays at Reading Crown Court

AGREED: That the issues reported be noted.

12. DATE OF FUTURE MEETINGS

The Access & Disabilities Working Group meetings dates for 2013/14 were still to be confirmed.

(The meeting opened at 2.00pm and closed at 4.37pm)

Access & Disabilities Working Group

Looking back, the Working Group has had a number of achievements over the last couple of years, including:

- Persuading the Council to cancel a large number of fines that had been imposed on disabled people crossing the recently introduced town centre bus cordon which had not been well signed
- Following, unfortunately, the introduction of the town centre bus cordon, getting a map produced, and included on the Council website, showing access to and parking in the town centre for disabled people
- Negotiating 21 new disabled parking places just outside the bus cordon to replace those to which access had been restricted
- Ensuring the dropped kerbs were provided in West Street to allow the disabled parking spaces there to be used safely
- Conducting a disability audit at the Old Town Hall to ensure toilet facilities in particular were adequate
- Getting the Eldon Road traffic lights replaced and alternative crossings provided at the Station and at Jackson's Corner to allow disabled pedestrians and wheelchair users to cross safely
- Pressing the Cabinet to look again at its interpretation of the Blue Badge regulations, so as to make allowance for people whose difficulty in walking comes from conditions such as autism and Parkinson's Disease rather than physical disability
- Raising awareness of the penalties for abuse of Blue Badges, particularly by people not entitled to use them
- Getting a new bus shelter for Readibus installed in Broad Street
- Negotiating for Readibus passengers to be able to enter the Civic Offices at ground level via the side door
- Pressing for the Readibus parking area at the Hexagon to be resurfaced after it had broken up
- Pressing First Great Western about meeting the needs of disabled people at the new Reading Station - ongoing
- Welcoming the willingness of Broad Street Mall to take a Changing Places facility, and pressing for them elsewhere - ongoing
- Persuading the Royal Berkshire Hospital to replace six disabled parking places near the Wheelchair Clinic and Hydrotherapy Pool which had been lost under a mobile scanner
- Pressing the ATOS Medical Assessment Centre in Oxford Road to make it easier to gain access

- Helped spread knowledge of the Learning Disability Partnership's Safer Places Scheme
- Worked with Reading Buses to improve driver understanding of the needs of disabled people
- Making the case again for a special disabled shopping evening in the town centre in the run-up to Christmas and seeing a hugely improved event last year (including a one-evening-only relaxation of the bus cordon)
- Entering into a dialogue with the design team for the new Civic Offices at Plaza West to ensure the needs of disabled people are taken into account - site visit to be arranged
- Raising awareness of the implications of the Government's Welfare Reforms for disabled people

Introduction

Making EU citizenship a reality in citizens' daily lives is an ongoing process. The fact that hurdles remain has been confirmed by a wide-ranging **public consultation on EU citizenship** which the Commission launched on 9 May 2012, 2013 Eurobarometer surveys on EU citizenship and electoral rights, and key stakeholders' events organised in preparation of this report, in cooperation with the European Parliament, the Committee of the Regions, and the European Economic and Social Committee.

Public consultation on EU citizenship launched by the Commission on 9 May 2012 (hereinafter 2012 public consultation on EU citizenship) –
http://ec.europa.eu/justice/citizen/files/eu-citizen-brochure_en.pdf

Flash Eurobarometer 365 – European Union citizenship – February 2013 (hereinafter 2013 Eurobarometer on EU citizenship) –
http://ec.europa.eu/public_opinion/flash/fl_365_en.pdf

Flash Eurobarometer 364 – Electoral Rights – March 2013 (hereinafter 2013 Eurobarometer on electoral rights) –
http://ec.europa.eu/public_opinion/flash/fl_364_en.pdf

EU citizenship joint European Parliament and Commission hearing of 19 February 2013 "Making the most of EU citizenship" –
http://ec.europa.eu/justice/citizen/document/files/eu_hearing_report.pdf

Forum of 28 November 2012 'Citizens' Agenda going local' –
http://www.cor.europa.eu/en/news/forums/Documents/proceeding_forum_citizens.pdf

Conference of 22-23 January 2013 'Making the most of the European Year of Citizens'.

Actions taken include:

- facilitating the smooth circulation of public documents (such as birth, death or marriage certificates or documents relating to real estate)
- strengthening the rights of around 75 million people who are victims of crime every year across the EU
- cutting red tape for 3.5 million people registering a car in another EU country each year, leading to savings of at least EUR 1.5 billion per year for businesses, citizens and registration authorities
- proposing fast and inexpensive solutions for consumers to resolve their disputes with traders in the EU out-of-court, enabling them to save around EUR 22.5 billion a year across Europe
- improving the accessibility of the railway system for the estimated 80 million Europeans with disabilities
- removing obstacles to the effective exercise of electoral rights in European and local elections by the 8 million EU citizens of voting age living in an EU country other than their own and
- offering citizens user-friendly information on their EU rights through an online one-stop shop information point – Your Europe and Europe Direct.

The Court of Justice of the European Union confirmed the constitutional importance of EU citizenship by stating that '**citizenship of the Union is intended to be the fundamental status of nationals of the Member States**'.

In a recent seminal judgment, the Court of Justice made it clear that Article 20 of the Treaty on the Functioning of the European Union (TFEU) precludes national measures which could deprive Union citizens of the genuine enjoyment of the substance of the rights conferred by their status as EU citizens.

In 2010, the Commission presented its first **EU Citizenship Report** and announced 25 actions to ensure that EU citizens can enjoy their rights in their daily lives, without being confronted with unnecessary obstacles. Since then, the Commission has acted on these 25 commitments.

Targeted and accessible information in the EU

Much has been done to improve citizens' awareness of their EU rights, in particular through the Europe Direct and Your Europe one-stop shop. One in three citizens now say they are well informed about their EU rights.

This represents an improvement but it is still not enough.

Just under a quarter of respondents (24 %) feel fairly or very well informed about what they can do if their EU rights are not respected. The Commission is setting out ideas to further streamline and improve information for citizens on their EU rights and on how to use them.

Eliminating barriers to shopping in the EU

Cross-border online shopping is growing steadily in the EU. A quarter of citizens who bought over the internet in 2012 ordered from sellers in other EU countries.

However, EU citizens are still experiencing problems when shopping online. This calls for consumers to be better protected and informed especially on products in rapidly developing areas such as digital technology. Easy and safe cross-border shopping goes hand in hand with easy and speedy cross-border redress. The Commission is presenting actions to ensure that citizens are better informed, in particular when shopping online, and are given easy ways to seek redress when things go wrong.

The 2012 public consultation on EU citizenship highlights that one in four respondents encounter problems when shopping online.

Protecting the more vulnerable in the EU

Specific care and protection for the more vulnerable members of society lies at the core of the European social model. In the consultations, citizens pointed to the specific difficulties people with disabilities (an estimated 80 million people in the EU) encounter when moving around the EU. They also indicated that some citizens are more vulnerable when it comes to asserting their rights, in particular in criminal proceedings, due for instance to their young age or to their mental or physical condition. The Commission is proposing steps to strengthen the rights of the more vulnerable citizens.

Lifting obstacles for citizens with disabilities and further strengthening procedural rights for citizens, taking into account the specific situation of children and vulnerable citizens

Citizens with disabilities

There are approximately 80 million persons with disabilities in the European Union. They often have access to certain entitlements, in particular in connection with public transport or cultural institutions, linked to their disability card. Unlike parking cards for persons with disabilities, for which a common EU model was established almost fifteen years ago, disability cards are recognised only at national level, making things difficult for disabled persons travelling to another EU country.

The Commission will launch a pilot initiative with a view to developing a mutually recognised EU disability card that will facilitate equal treatment of persons with disabilities who travel to other EU countries, when it comes to access to transport, tourism, culture, and leisure.

Seán, a disabled Irish citizen, would like to join his classmates in their annual school trip. However, he is not sure that his Irish disability card will be recognised in other EU countries and that he will thus benefit from the access to transport enjoyed by disabled local residents.

If Seán had an EU disability card he would be reassured about having access to some of the specific benefits that nationals from that country enjoy.

Action 6:

The Commission will facilitate the mobility of persons with disabilities within the EU by supporting, in 2014, the development of a mutually recognised EU disability card to ensure equal access within the EU to certain specific benefits (mainly in the areas of transport, tourism, culture and leisure).

Enhancing citizens' awareness and the enforcement of their rights when buying holiday packages and when travelling as passengers and as tourists and removing barriers for persons with disabilities - Actions 9, 10, 11 and 12

Action 9

The Commission has assessed the package travel market thoroughly, including potential policy options for a response to the changes in this market since the adoption of the existing directive in 1990. These developments include in particular the introduction and expansion of the internet as a distribution channel, which has changed the way consumers organise their holidays. The Commission has recently organised several consultations with consumer organisations, industry stakeholders and Member States and expects to announce its proposal for the way forward by summer 2013.

Action 10

New European legislation which entered into force in 2012 and 2013 ensures that passengers have similar basic rights everywhere in Europe, irrespective of whether they travel by air, train, ship or bus: **Regulation (EU) No 1177/2010** for passengers **travelling by sea and inland waterways** entered into force on 6 January 2011, and **Regulation (EU) No 181/2011** on the rights of passengers travelling by bus and coach entered into force on 20 March 2011. These new rules ensure that passengers in all those modes have the right to be informed and to get assistance when something goes wrong with their travel. In particular, disabled persons and persons with reduced mobility will benefit from protection and free of charge assistance when travelling.

Between 2010 and 2012, the Commission organised a **Europe-wide passenger rights awareness-raising campaign** providing information about the rights of air and rail passengers across Europe, including 'Airport Day', a pan-European information event in 28 airports on 4 July 2012. The Commission's work raising citizens' awareness of passenger rights in all modes of transport will be carried forward through a new Europe-wide information campaign to be launched in 2013 and lasting until mid-2015.

Moreover, on 13 March 2013 the Commission proposed a revision of air passengers' rights which would strengthen the application of these rights via a clarification of the legal texts and via enhanced enforcement and complaint-handling mechanisms.

Action 11

The Commission adopted, on 15 November 2010, the **Disability strategy 2010-2020**, aimed at empowering people with disabilities so that they can enjoy their rights and participate fully in society. The strategy focuses on eliminating barriers across eight main areas:

accessibility, participation, equality, employment, education and training, social protection and health.

On 11 April 2011 the Commission presented a **Report on Regulation (EC) No 1107/2006 on disabled persons and persons with reduced mobility when travelling by air**, identifying unclear areas in the application of the Regulation. As a follow-up to this report, the Commission published in June 2012, **Guidelines for national authorities and air transport stakeholders** providing clarifications and aiming at improving the application of the Regulation. The new Commission awareness-raising campaign to be launched in mid-2013 will include specific actions devoted to disabled passengers and passengers with reduced mobility. On 11 March 2013, the Commission adopted **Directive 2013/9/EU**³² which adds explicit essential requirements in terms of accessibility of the railway system to disabled persons and passengers with reduced mobility.

A further strand of the Commission's action relates to the ongoing process of **standardising accessibility in the built environment**. The Commission produced a study which describes the fragmented situation in the EU and provides an overview of more than 250 regulations, standards, and guidelines and, in 2013, will work toward developing a European standard.

Finally, the Commission launched, between 12 December 2011 and 29 February 2012, a **public consultation** to prepare for a **European Accessibility Act**. This initiative aims to ensure that people with disabilities have access to important goods and services in Member States. It will also benefit people with limited mobility, such as the elderly.

Action 12

To increase consumers' confidence in tourism services the Commission is creating a European Quality Label to ensure consistency in the assessment of the quality of the services offered to consumers. The Commission also aims to increase the number of citizens who can go on holiday, despite their disabilities or difficulties linked to age or economic difficulties. To this purpose it promotes awareness raising among businesses about the benefits of investing in accessibility, it encourages tourism during the low season and engages in dedicated communication activities to promote sustainable tourism destinations.

Carers Week in Reading, West Berkshire and Wokingham is a partnership between:



berkshire carers service

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Are you prepared to care?

Carers Week June 10 - June 16

Events in Reading,

West Berkshire and Wokingham to help unpaid carers access support and services



Registered office: Berkshire Carers Service, St Giles House, 10 Church Street, Reading, RG1 2SD. Registered in England as a company limited by guarantee. Registered number 2952417. Registered charity number 1042294



Carers Week (June 10 to June 16) highlights the support and services available to unpaid carers. If you are looking after someone who cannot manage without your help you are a carer. Why not pop along to one of our events in Reading, West Berkshire and Wokingham and find out more?



MONDAY

Broad Street Mall, Reading. 9am - 5pm.

Information event. Staff from Berkshire Carers Service and partner organisations will be on hand to talk to you about support and services available to help you in your caring role.

Sainsbury's, Bath Road, Calcot, RG31 7SA. 10am - 3pm

Come along and chat to Berkshire Carers Service staff who will be in the foyer of the store.

TUESDAY

Earley Crescent Resource Centre

Celebrate Carers Week by joining Berkshire Carers Service for afternoon tea. Booking essential. Please call 0800 988 5462 or email helpline@berkshirecarers.org.

Broadway House, The Broadway, Newbury, RG14 1BA. 2pm - 4pm.

Berkshire Carers Service is holding an information session on the new Personal Independence Payment (PIP) benefit in partnership with the West Berkshire Independence Living Network (WBILN). This will be followed by tea and cake. Booking essential. Please call 0800 988 5462.

Sainsbury's, Bath Road, Calcot, RG31 7SA. 10am - 3pm

Crossroads Care Reading care for the carers. Find out about their service.

WEDNESDAY

Civic Centre, Reading, RG1 7AE. 12 noon - 4pm.

Information stalls, Care and Confidence workshops and pampering. All welcome. Come along and find out more about what you are entitled to as a carer, how benefit changes might affect you and find out more about services and support available. Refreshments will be available.

Croft Hall, The Croft, Hungerford, RG17 0HY.

Carers will also be able to meet our West Berkshire outreach worker for tea and cake between 12 noon and 2pm. Please book by calling 0800 988 5462.

THURSDAY

Town Hall, Market Place, Wokingham, RG40 1AS 12 noon - 3pm.

Information event. Staff from Berkshire Carers Service and partner organisations will be on hand to talk to you about support and services available to help you in your caring role. NHS Wokingham Clinical Commissioning Group will be holding a Q & A session.

Sainsbury's, Bath Road, Calcot, RG31 7SA. 10am - 3pm

Crossroads Care Reading care for the carers. Find out about their service.

FRIDAY

Sainsbury's, Hector's Way, Newbury, RG14 5RB. 10am - 2pm.

Come along and chat to staff from Berkshire Carers Service who will be in the foyer of the store.

SATURDAY

St Crispin's Leisure Centre, London Road, Wokingham, RG40 1SR. 10am - 3pm.

Children with Additional Needs Information Day. Find out about services and organisations that exist, both locally and nationally, to support families and their children with additional needs and be entertained at the same time!

Just when you thought it was all over....

Friday June 21

Basildon Park, Lower Basildon, Reading, RG8 9NR

Carers are welcome to join Berkshire Carers Service for afternoon tea at Basildon Park. Includes entry to the house. Booking essential, please call 0800 988 5462 or email helpline@berkshirecarers.org.

PLEASE USE THIS FORM TO RECORD ANY ACCESS OR
DISABILITIES ISSUES THAT YOU WISH THE COUNCIL
TO INVESTIGATE

FILL IN AND HAND IN AT THE ACCESS AND
DISABILITIES WORKING GROUP MEETING

Name:

Contact Details (if you wish the Council to let you know the
progress with your enquiry - a telephone number or email address
would be useful):

Issues: