

# Forres

a town of  
disability excellence

FEASIBILITY STUDY AND ACTION PLAN

BY NBPLANNING

WINTER 2009 / SPRING 2010



## Acknowledgements

This report has been compiled by the NB Planning team : Nick Brown, Tony Pinner, Martin Archibald, Eleanor Duncan, and Sue Ritchie.

The 'Forres for All' Panel has been critical in making the study happen and have individually and collectively made important contributions. Those are: Carin Schwartz of the Forres Area Forum and Transition Town Forres; Sandra Maclennan of Forres in Bloom; Ian Widdowson of Rotary Club Forres; Kenny Shand of Forres Wheelchair Group and disability rights campaigner; Alan Beever, NHS Grampian community participation forum; Heather Shaw, Community Support Officer; Frankie Barton, local Community Care Manager; Adam Roberston, Head of Building Control and Moray Access Panel; and last but not least, Fiona Limbrey, Moray Towns Partnership economic development officer.

Others have made extremely useful contributions at various stages in the study: David Dicks of Moray Access Panel; Anna Roberts and Anna Temple of Guide Dogs for the Blind; Andy Duff and Kevin Price of Moray Council Transportation Section; Moray Community Health and Social Care Community Planning managers Tracey Gervaise, Anne Slee, and Charles McKerron; and Franziska Smith of Highland and Islands Enterprise.

Thanks go to the project funders: the Moray Council and EU LEADER, with special thanks to Fiona Limbrey and David Watson for their guidance.

Members of the Moray Towns Partnership, local Councillors, the Forres community (with special thanks to the business community) and the local media are all thanked for their co-operation throughout the study.



The iconic Pictish 'Sueno's Stone,' at the east end of the town, has good access for visitors.

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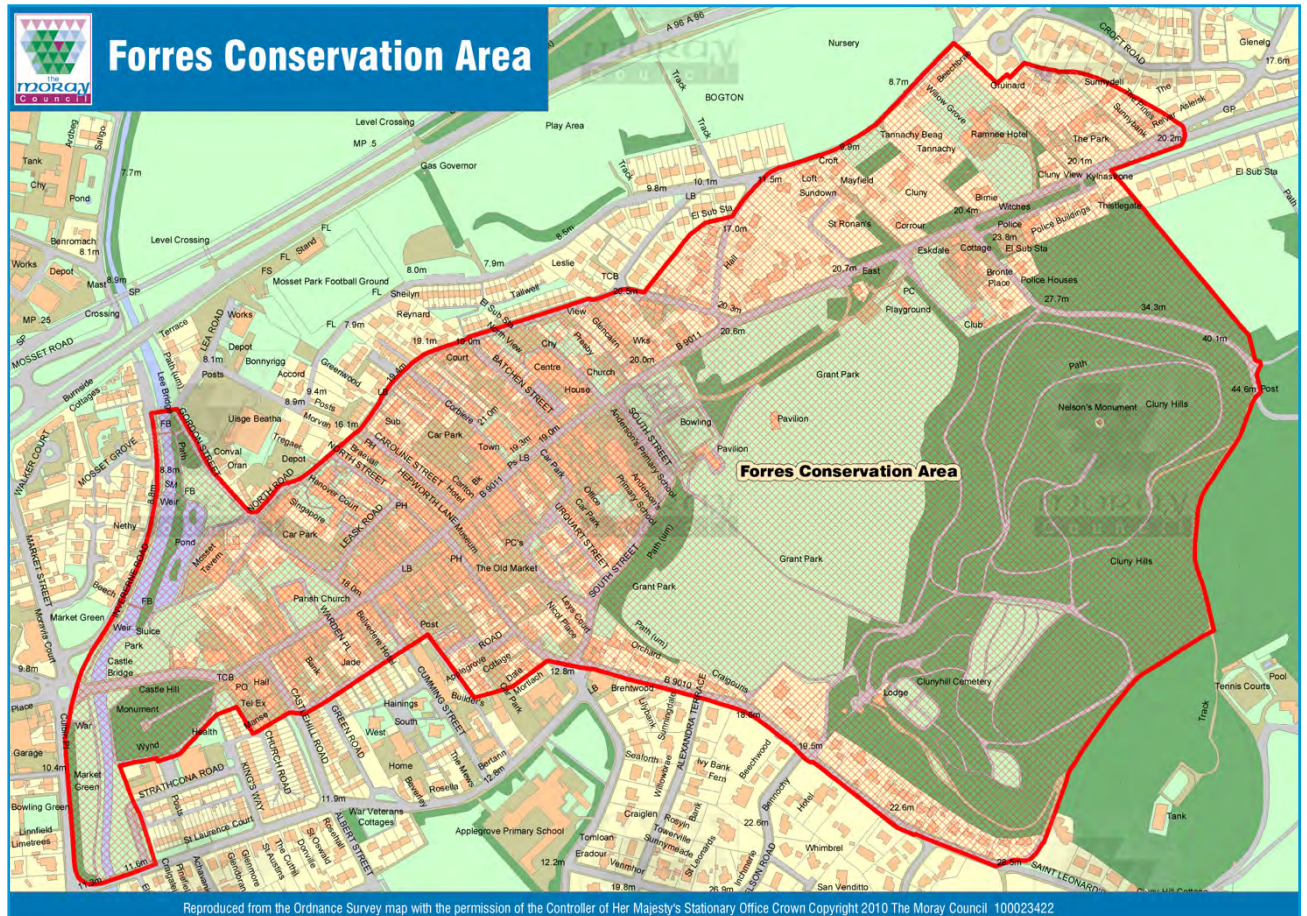
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# 1 INTRODUCTION

This is a feasibility report for an innovative and ambitious initiative entitled 'Forres – disability friendly town of excellence'. The report investigates the overall project concept, explores architectural and interpretative options, identifies indicative costs, and outlines an implementation plan.

# 2 BACKGROUND

The town of Forres is an ancient royal burgh situated in the north west corner of Moray. With a current population of around 10,000, the town has necessarily grown and expanded, yet the layout of its original High Street with its various side streets and lanes remains intact, and now forms the core of the outstanding 'Forres Conservation Area'.



More than a decade ago, the town was bypassed to the north<sup>1</sup>, but traffic is still permitted to the High Street. The symbolic heart of this former market town is at the widening of the High Street around the Mercat Cross and former Tolbooth. The High Street between Castlehill and Grant Park remains the commercial hub of the town, despite a growing amount of retail activity on the town's periphery.

In 2008, Forres became part of the 'Moray Towns Partnership' (along with Lossiemouth, Buckie and Keith) - a Council-led initiative to support the economic development of the area's main towns outwith Elgin. As part of the process of developing Action Plans for each town in the partnership, the Moray Council consulted with established groups to gather ideas and identify priorities for funding support. A suggestion coming forward for Forres was to 'enhance the town's access for

1 The bypass was sited between the town and the railway station.

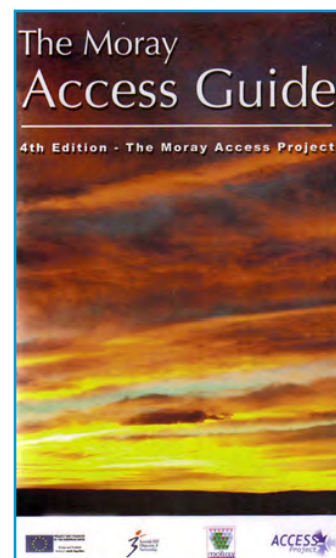
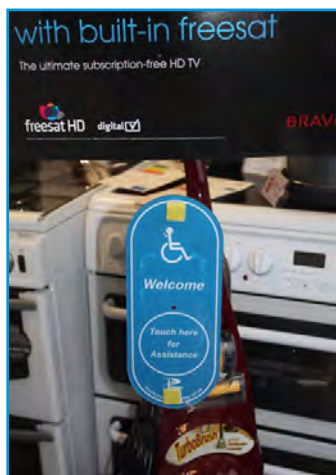
those with physical and sensory disability'. The idea was made part of the Forres Action Plan, and the Towns Partnership has, subsequently, been successful in gaining the financial backing of both the Council and the EU LEADER programme to conduct a feasibility study and compile material for updating an existing guide booklet. The latest edition of the Moray Access Guide is five years old and specifically requires updating for Forres.



Google map of the Forres settlement shows the extent of the study area: between the railway station in the north west, Sueno's Stone in the north east, and the Swimming Pool Leisure Centre in the south.

***“Inclusive environments are responsive to people’s needs, flexible in use, and are able to offer a choice when a single solution cannot meet all users’ needs... inclusive design is everyone’s responsibility, especially architects, planners, engineers, surveyors, developers, landlords, business and service providers, and facility managers”.***

CABE, Principles of Inclusive Design, (2006).



## 3 AIM AND OBJECTIVES

The initiative has the following principal aim and key objectives:

### 3.1 Principal Aim

**“ To strengthen the economic viability and development of the Forres town centre by making it a shining example of access for physical and sensory disability.”**

### 3.2 Key Objectives are to:

- i. Make Forres renowned for its disability friendliness and unsurpassed access attracting visitors and shoppers with physical and sensory disabilities.
- ii. Significantly increase all-year-round usage of the town centre and encourage repeat visits to the area.
- iii. Make up-to-date access guidance available.
- iv. Implement practical solutions on the ground to improve existing provision.



The goal of ‘the town being renowned for its unsurpassed access for people with physical and sensory disability’ is visionary, modern, and a commendable measure of the inclusive nature of Forres’ community leaders. Since the local area already has a long reputation for being forward thinking and pioneering (e.g. Forres Futures; Forres Fair Trade Town; Forres Local Food Market; Forres in Bloom; and Transition Town Forres ) it comes as no surprise that the town has acted in this way, especially with the town having its own disability ‘champions’.

## 4 METHODOLOGY

### 4.1 Research aspects

In order to thoroughly explore the viability of overall concept, this study has involved three distinct research aspects: (i) desktop work (ii) on-the-ground activities; (iii) the involvement of stakeholders.

#### 4.1.1 Desktop work - learning from elsewhere

Desktop work has included researching practice elsewhere, in an attempt to try and learn from others.

Disability awareness and practice has moved forward significantly in recent decades. European Commission legislation now vigorously promotes equality and inclusion, and the concept of ‘social inclusion’ is now relatively mainstreamed in the UK. This has, in part, been reflected in the requirement for compliance of all new buildings, including a revised part M section for the Building Regulations. The Disability Discrimination Act (DDA, 2004), means that all service providers and are expected to take reasonable steps to remove, alter, or avoid features that make it unreasonably

difficult for disabled people to use a service or, where that is impossible, to provide the service by a reasonable alternative method. This has resulted in a welcomed improvement in facilities throughout the UK for people with all kinds of disability<sup>2</sup>.

Guidance from central government and NGOs is now more prevalent. For example, the Government's own 'Manual for Streets,' and the Commission for Architecture and Built Environment's 'Inclusion by Design,' both document the latest examples of best practice in the physical arrangements of streets and buildings. The British Standard 8300 : 2001 now also provides technical guidance towards the physical integration of people with disabilities, whilst the Centre for Accessible Environments and the Royal National Institute for the Blind each produce a series of technical bulletins for designers and users of the manmade environment. The Homes and Communities 'People and Places - single conversation policy' further provides guiding principles on inclusive community engagement.

***“The quality of buildings and space has a strong influence on the quality of people’s lives. Decisions about the design, planning and management of places can enhance or restrict a sense of belonging. They can increase reduce feelings of security, stretch or limit boundaries, promote or reduce mobility, and improve or damage health. They can remove real and imagined barriers between communities, and foster understanding and generosity of spirit.”*** CABE, Inclusion by Design, 2008.

A range of literature on accessible environments is also available: for example, Stephen Thorpe's 'Access Design Sheets,' Jane Stoneham's 'Landscape Design for the Elderly and Disabled,' and Peter Barker's cleverly titled booklet 'Building.Sight'.

Voluntary agencies such as Guide Dogs for the Blind ([www.guidedogs.org.uk](http://www.guidedogs.org.uk)), the Sensory Trust<sup>3</sup> ([www.sensorytrust.org.uk](http://www.sensorytrust.org.uk)), and Disability Help Scotland ([www.disabilityhelp-scotland.co.uk](http://www.disabilityhelp-scotland.co.uk)) also produce promotional literature. The 'Good Access Guide' ([www.goodaccessguide.co.uk](http://www.goodaccessguide.co.uk)) provides best practice information regarding venues for accessible holidays and entertainment<sup>4</sup>.



2 This is especially important given that statisticians predict that more than half of the population will be over the age of 50 by 2025.

3 For example, guidelines on the design of ramps, steps and handrails.

4 Visit Scotland operates a category grading system for accommodation access for visitors with mobility difficulties. There are currently no entries under Forres within its 'Accessible Scotland' guide.





## Fakenham

Fakenham is a small historic market town that, by working together with Norfolk County Council, has managed to improve its access for the disabled through additional designated car parking and increased areas of pedestrianised zones.

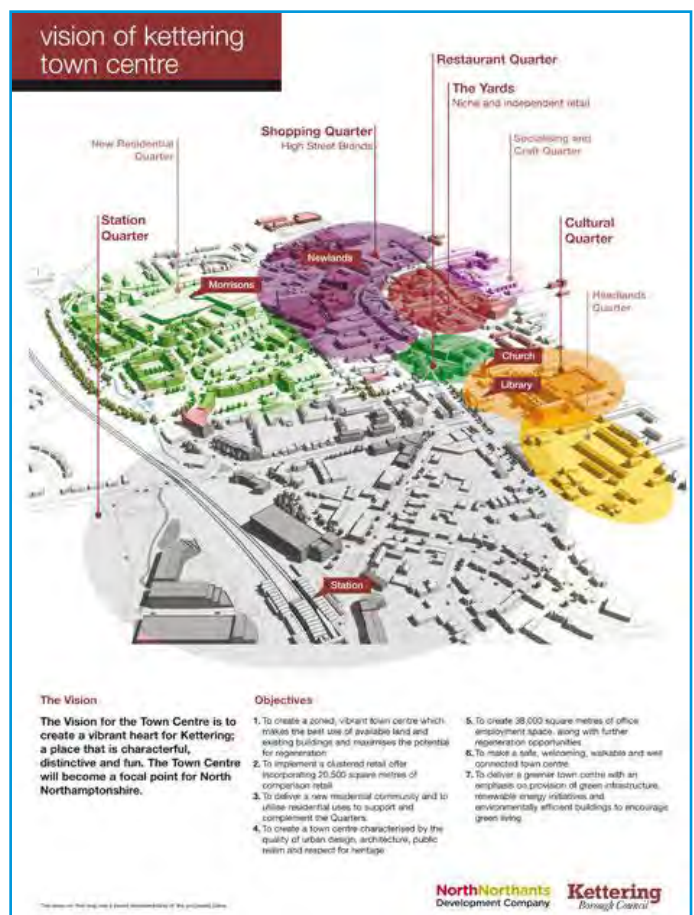


## Hatfield

This small English town has had a full disabled access external audit conducted on its business premises by its appointed Town Centre Manager.

## Kettering

Kettering town has produced a comprehensive framework with the declared vision of its town centre as the focal point of northern Northamptonshire and making it a 'safe, welcoming, walkable and well-connected centre'.



## Leicester

All regeneration projects within Leicester are committed to 'providing disabled parking and a right to access', as well as 'the expansion of pedestrianised areas, vehicle restricted areas, preference zones for disabled employees, more seating, additional on street designations, and shopmobility services'.

## Manchester City Centre

The city has its own Disabled People Access Group<sup>5</sup>, as well as its own Disabled Living Centre (note, there is also a Centre for Inclusive Living in Edinburgh).

## Reigate

Reigate has its own Town Centre Disability Access Review Panel, which has corporate support from both the County Council and the Borough Council. It has developed an action plan that is monitored and reported upon. To date, the action plan is about 50% completed – see [www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk)

5 The local group has produced its own design manual.

## **York City**

The City of York has its own Disabled Persons Advisory Group established in 2005. It has produced a 4-page 'city centre disabled access guide', which includes maps of wheelchair accessible routes, information on disabled parking, accessible toilets, dial and ride, and shopmobility services. The promoted routes are graded according to pavement widths, gradients, surface quality, dropped kerbs, and street furniture obstacles.

There are also some individual projects and initiatives worthy of noting by the Forres community:

## **B&Q**

This private sector national chainstore not only sought to ensure accessibility to all its properties, it also introduced a 'diversity and equality policy' in 1998 as part of a long-term key business strategy.

## **Dedicated Information Points**

Visit Colchester has introduced an Information Centre Point providing specific assistance for disabled users as part of its 'Accessible Colchester' promotion.

## **DisabledGo website**

This website provides detailed disabled access guidance on buildings and services including hotels, cinemas, restaurants, offices and pubs. For example, there are over 1000 entries on the website for the Yorkshire area.

## **Dungannon West community building**

A recent £67k upgrade of the local community building has been carried out by Dungannon West Renewal Limited, in order to provide a disabled access lift, a modified fire escape, and a reconfigured entrance to DDA regulations.

There are now many examples of high performance in building design in terms of access, especially new build schools, medical centres, visitor centres, galleries, social housing, and airports.

## **Footstreets**

This is a relatively new concept, successfully piloted in some English towns and cities, which involves the creation of pedestrianised areas that are opened to vehicles at set times.

## **Low service counters**

Dundee City has begun a programme of introducing low counters throughout its facilities; for example, within its libraries and museums.

## **Parking schemes**

There are many examples throughout the UK where local roads authorities operate increasingly flexible approaches to parking for disabled persons. In Ayr town centre, a voucher scheme provides unlimited free parking for disabled users within its Controlled Parking Zone. In Middlesbrough, there are over 50 on-street disabled parking designations with no time limits.

## Private sector toilets

Chester has introduced a 'Community Toilet Scheme,' whereby town centre businesses agree to let the public use their conveniences. This is advertised not only within a town leaflet, but also by stickers in business windows. In the West Midlands town of Ilkeston, the local Co-op has provided a new toilet facility for public use, assisted by a £35k public sector contribution.

## Shopmobility

Shopmobility schemes provide free of charge services, normally on a voluntary basis, to help members of the public with mobility problems to access commercial facilities. There are now many such schemes throughout the UK in cities, towns, and even shopping centres and supermarkets.

## St Helen's town centre

A £7million refurbishment of St Helen's town centre involved disabled users in the design and making of products at an early-stage. As a result, the refurbishment passed its 'wheelchair user road test' with flying colours.

## Staff training

Tameside Council have introduced a staff training programme to raise awareness and increase its corporate approach towards helping disabled people, which includes working with other providers and the private sector. As a result, one of its initiatives is providing key fobs permitting disabled drivers to utilise Council and/or private parking spaces at certain times.

## Swansea civic centre

This particular centre has been praised by families for 'having some of the best disabled facilities in Wales'. The refurbished facilities include a new access, comprehensive disabled toilet provision, changing facilities, and a new hoist.

## Talking signs

These new products, now found in some major English cities, help visually impaired people to find their way around city centres. They automatically speak information to anyone who approaches wearing small REACT units. The signs can speak in different languages, as required.

## Taxi services

London taxis were modified in design as early as 1997 in order to provide adequate accessibility for all users.

As can be seen from the above case studies, the development of legislation, building standards, technical guidance, promotional literature, and website material have all added to the growing awareness of fully accessible environments. It seems that the caretakers of many city centre environments have already taken action on this, and there are plenty of individual projects throughout the UK to evidence this<sup>6</sup>.

6 Despite progress, the recently established Foundation for Lifetime Homes and Neighbourhoods CEO said that "...we have seen very little action at national level since our design standards were launched two years ago".

There is, however, a dearth of examples from small towns<sup>7</sup>. That is not to say there are not good practices to be found. It does seem, though, that there are no small towns in Britain at the moment with the aspiration of Forres to become a 'disability town of excellence'. Consequently, as well as being of great community benefit to the town's residents and users, there is definite potential for Forres to pursue its pioneering approach and develop a marketing niche at the same time.

#### 4.1.2 On-the-ground activities - town centre audits

On-the-ground research activities have centred upon conducting town centre audits. The first audit, conducted in Oct 09 by the NB Planning team, was an able-bodied, observational assessment of the physical state of the town centre environment and its usage by particular visitors, such as mothers with prams or buggies. The information from this assessment was recorded in map and photographic formats, and later presented to community representatives.

Town centre audits were also conducted by users with specific disabilities. For example, Mr Kenneth Shand, a local wheelchair activist, updated his many years of work in the form of a hand-drawn map, also in Oct 09. Mr Shand and the NB planning team, thereafter, conducted a joint assessment during a recorded audit in Nov 09. This was soon followed up by a separate audit by visually-impaired representatives, from Guide Dogs for the Blind and the Moray Access Panel, together with the NB Planning team<sup>8</sup>.



A final external audit was conducted by Moray Council Transportation Officers, who investigated the detailed situation from a professional perspective.

Meanwhile, a full internal audit of town centre and business premises was conducted by the NB Planning team throughout Dec 09 to Feb 2010. A total of 110 businesses were visited, inspected in relation to accessibility, and recorded in the form of a detailed spreadsheet (see Appendix section). The information was augmented by the intelligence collated by Forres activists during recent years of local research. The premises audit is a valuable record showing the performance of business in relation to certain accessibility criteria.



Photos showing some of the issues: (i) the historic building at Florries projecting into the street pavement; (ii) street furniture clutter around the Post Office; (iii) one of the several High Street properties with a stepped entrance; (iv) overgrown vegetation.

<sup>7</sup> Action for UK Market Towns is the largest support organisation for over 500 small towns in Britain. They are not aware of any other small town pursuing disability issues with the same vigour as Forres.

<sup>8</sup> It was agreed by the local panel that it was not necessary to carry out the effort from the perspective of a deaf person, since it was felt unlikely to expose enough new issues to merit another audit.

### 4.1.3 Involving stakeholders

It was agreed from the outset that the involvement of local stakeholders would be vital to the immediate and long-term outcomes of the initiative. A local panel was therefore set up with representatives from Transition Town Forres, the Forres Area Forum, the Moray Council (with representatives from Economic Development, Community Support Unit, Community Services, and Building Control), the Forres Community Council, Forres Rotary and several disability groups. Three panel meetings have so far taken place. The first occurred at the beginning of Oct 09 and took the form of an inception meeting with Dr Nick Brown of NB Planning. The second occurred in Dec 09 in order to review issues, agree consultation processes, publicity, and decide upon next steps. The third meeting took place in March 2010, in order to assess the feasibility of findings, finalise an action plan, and consider the best way forward. Throughout the initiative, the panel has acted as client, project steering group, and community sounding board.

The panel recognized, however, its limitations in terms of representation, so several stakeholder events also took place. These were deliberately structured to be open, interactive and engaging. The first occurred in the Ramnee Hotel (with around 40 people in 6 focus groups, including disabled groups attending) with the purpose of identifying local issues. The findings were recorded on maps and post-its and tabulated (see Appendix section). The second event, to look at matters of problem solving, was also held in the Ramnee Hotel (with around 25 people including business representatives) this time using 4 focus groups. The findings were again recorded in map and post-it format and tabulated (see Sect 6). The third event took place in the Mosset Tavern Hotel in Jan 2010 (with a wide mix of around 25 people) this time to establish local priorities for action. This was achieved in 4 focus groups using 'pair ranking' spreadsheets provided by the NB Planning team (see Appendix section). The outcome of the prioritisation session was sent to all participants for approval prior to moving forward with the initiative (see Sect.7).

Since the majority of the responsibility for the outdoor environment in the town centre lies with the Moray Council, several local authority meetings took place. Officials from the Council's Transportation Section were engaged at an early stage and subsequent meetings with the NB Planning team have been crucial to the success of initiatives to date, especially in terms of achieving the notable solutions for some of the more significant problems within the town. On top of this, Council input was provided by members of development services, the head of building control, community care managers, and the local Community Support Officer<sup>9</sup>.



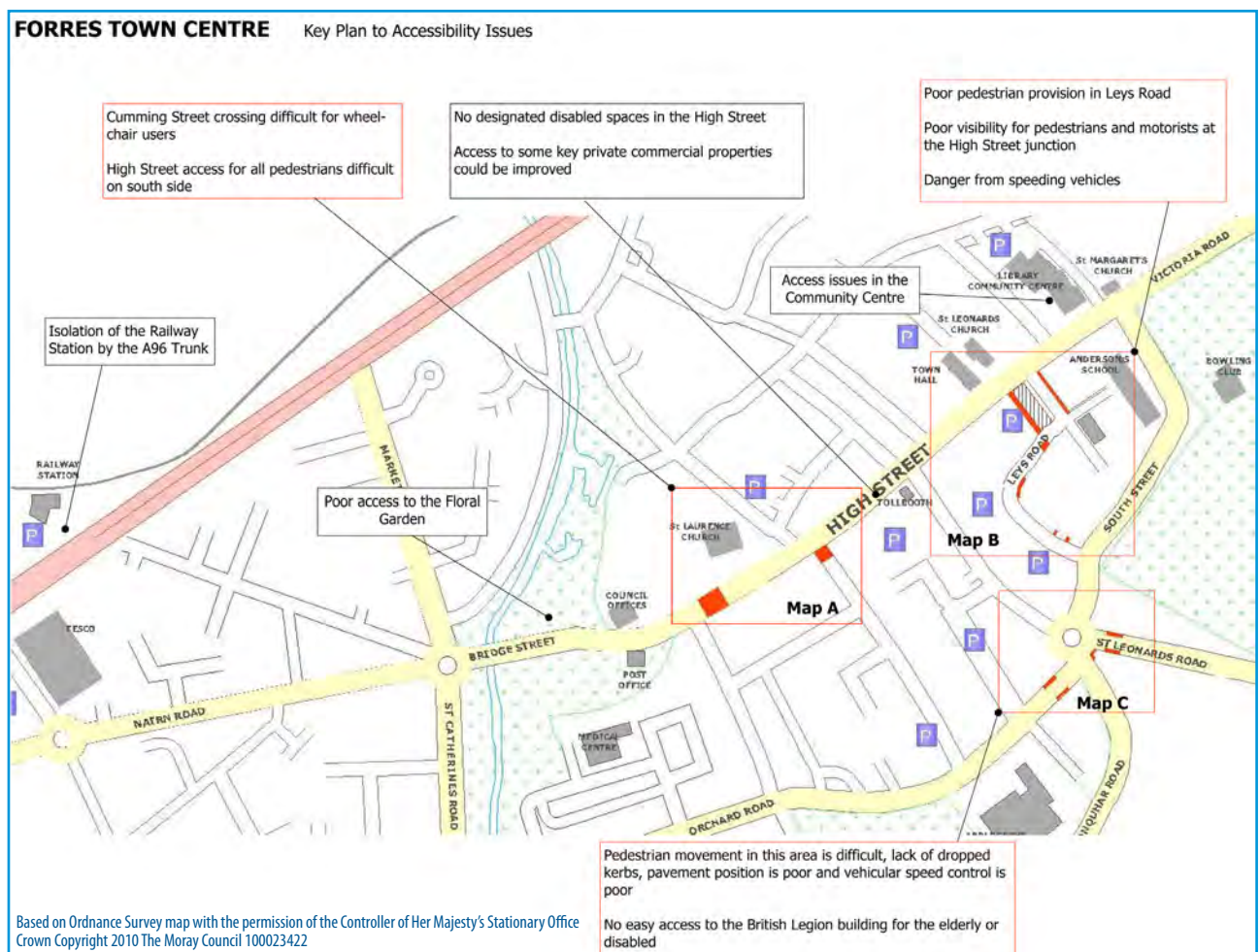
9 Since Council Committees had already received reports on the initiative, the local panel felt it unnecessary to directly involve councillors at this stage, but sought to keep them informed throughout.

## 5 FINDINGS

The principal findings are drawn from the external and internal audits (see Sect. 4.1.2) as well as stakeholder input (see Sect. 4.1.3 and Appendix section).

### 5.1 Overall situation

The general picture is a healthy one, in that the town is fortunately well on the way to its claim as a 'place of disability excellence'. For example, the premises audit shows that almost 60% of properties have fully accessible entrances, with 96% accessible internal arrangements (including 92% with accessible counters) and 93% have disabled parking nearby (i.e. within 150 m). There are some private sector (e.g. Lloyds TSB, Boots the Chemist, Royal Bank of Scotland, Simply Red Restaurant) and also some public premises (e.g. Falconer Museum, Forres Swimming Pool, Forres Post Office) that could be deemed as 'high performing' in terms of accessibility. This is important because, firstly, it is necessary to have the substance to make a claim of excellence and, secondly, a poor baseline position would require major resources to rectify.



Diagrammatic map of Forres summarising the main issues (refer to Sect.6 for solutions for Map areas A, B, and C).

That said, Forres is a historic town with a topography selected for mediaeval defence<sup>10</sup>. Many of its early buildings survive, along with their narrow streets and closes, and Forres has a large proportion of Listed Buildings. Most of the town centre is an Outstanding Conservation Area (see Sect 2). Consequently, unlike see some of the modern towns in flat regions<sup>11</sup>, Forres will never be able to achieve a perfect situation. However, for the sake of its residents and visitors, it is well worth trying.

## 5.2 Major issues

There are five areas which could be described as the ‘major issues’, in that they are all either at important locations, require significant intervention, and/or are complex to resolve. These are:

- **Top of Cumming Street** - this street, on the west side of the Market Square, branches off the High Street leading south downhill. On regular occasions, the street is used by lorries that turn right off of the High Street. However, the pavements are not in good condition; the lorries cross the pavement when turning; the drop kerbs are several metres into the street so users cannot see turning vehicles; and the drop kerbs and pavement are so steep that wheelchair users can become dangerously stranded on the road. The consequence is that wheelchair users do not use the crossing, thus cutting off accessibility to a whole block of retail units. In terms of the initiative’s principal aim, this is a most unsatisfactory situation.



- **High Street west** - accessibility at the west end of the High Street is made complicated by the oldest building in the town projecting halfway into the south side pavement, thus making the pavement too narrow for a wheelchair. The matter is made worse by the High Street itself narrowing at this point, but traffic is at least regularly slowed down by an electronic crossing. However, the Post Office - now the only one in the town - is west of the lit crossing, and also has issues similar to Cumming Street regarding its crossing at the top of Castlehill.



10 Like the layouts of Elgin and Edinburgh, Forres was laid out as a single High Street along a ridge line leading down from a Sherrifdom Castle.

11 Such as those found in south east England, Holland and Denmark.

- **Leys Road/High Street junction** - the north side of Leys Road is problematic because there are no pavements<sup>12</sup>. On the west side there is a small car park area; on the east side, the road merely abuts the buildings. This creates an area of vehicular priority with little refuge for able-bodied pedestrians, never mind those with a disability. There is also concern about the speeds of vehicles approaching the junction, as well as those turning blindly into Leys Road from the High Street east. Since there are homes for the elderly within Leys Road, the lack of pavements, drop kerbs, and speed controls are a real concern.



- **The five roads roundabout** - this area is on the south east side of the town centre and is an important junction linking the town centre with Grant park, the swimming pool/leisure centre, a primary school, and the road south to Rafford. The area performs poorly in relation to pedestrian movement, especially those with disability, and is lacking in pavement provision, drop kerbing, safe crossings and speed control. Vehicles have clear priority and, despite a recent flashing speed sign, pedestrians feel very vulnerable when crossing. The British Legion building is located in this area and –despite having a high proportion of elderly users - does not have full, safe accessibility.



- **Railway station** - whilst the station itself has taken some action to improve accessibility, such as parking and drop kerbs, the main issue is severance between the town and station by the A96 Trunk Road bypass without the provision of an over or underpass. This dislocation is not only problematic in practical terms, it provides a very poor first impression of the town in relation to this project's main aim (see 3.1).



.....  
 12 The premises audit highlights Stuart's Cycles as having a problematic location with no pavement.



## 5.3 Medium issues

There are four areas which could be described as being 'medium issues', in that they provide significant barriers to accessibility, but do not require high levels of intervention. These are:

- **High Street parking** - whilst permit holders have the ability to park with relative freedom, there are no designated spaces on the High Street, so disabled drivers often cannot find a space. Also, whilst there are indeed designated spaces within the local authority car parks, some of these are not in the best locations and/or in close proximity to the High Street.



- **Access to key private properties** - there are a range of issues affecting access to important buildings such as banks, hotels, pubs, churches, and shops. Whilst some of the barriers are more readily surmountable - e.g. resurfacing of gravel entrances - the others are much harder to address - e.g. altering steps into Listed Buildings. During the audit process, some property owners expressed an interest in upgrading their facilities, possibly in association with the project; e.g. the Ramnee Hotel, Bank of Scotland, St Laurence Church, Forres Gazette.



- **Access to key public properties** - despite recent legislation, and the obligations on public agencies to provide full accessibility, there are still issues in the town in relation to access within the Community Centre, the Public Toilets, and the Mosset Rose Gardens.

- **Local awareness** - whilst Forres is much better than most towns in terms of disability awareness, there is still not full awareness of disability issues and the local culture and attitude is not yet entirely bought into the desire to create a disability town of excellence. For example, only 6% of businesses currently promote a 'ring for assistance' service; only 12% provide a disabled toilet; only 1% has staff with sign language skills.



## 5.4 Lesser issues

There are seven aspects which could be described as being 'lesser issues', in that they provide barriers which are less complex and require less intervention resources. These are:

- **Pavement quality** – like most towns, Forres has issues relating to pavement maintenance. However, there are also more basic design problems such as inadequate widths, surfaces that are not level, areas that are non-compliant, as well as inappropriate surface finishes, such as gravel, and poor lighting.
- **Provision of drop and blister kerbs** - in recent times, the Moray Council, working with local activists, have installed drop and blister kerbs throughout the town. However, there is still an under provision, and some of the existing provision requires upgrading and/or redoing.
- **Street furniture** –the town is relatively well off in terms of street furniture provision. There are however, instances where additional seating, better positioning of bus shelters and other items would be beneficial.
- **Signage** – there is a general lack of signage to assist people with disabilities and promote disability friendly facilities. There is also a lack of interpretation material.
- **Temporary obstructions** – due to Council policy, the town centre is generally free from obstructions (e.g. A-boards) but there are a number of instances where temporary obstructions cause problems for people with disabilities, such as wheelie bins, bicycles, and overgrowing vegetation.
- **Lack of published material** – whilst the local authority produces an area access guide and a disabled parking booklet for Moray, Forres is seriously lacking published material if it intends becoming the town renowned for disability excellence.
- **Lack of enforcement** - if Forres is to substantiate its claim of disability excellence, then the enforcement of matters such as DDA compliance, use of disabled car parking, removal of temporary obstructions, and speed control requires to be enhanced to high and constant levels.

*“Inclusive design is about making places that everyone can use”*

CABE, 2008.



## 6 POSSIBLE SOLUTIONS

The following possible solutions were generated by (i) the NB Planning team (ii) stakeholders (at workshop sessions - see Appendix section) (iii) liaison with the Moray Council Transportation section and, (iv) consultation with Project Panel members.

Issue(s)	Solution(s)
Top of Cumming Street	Shared surface (with details carefully considered by blind users)
High Street west	Shared surface area around lit crossing and over Florries pavement (with details carefully considered by blind users)
Leys Road junction	Resite car park; create new pavements east and west; make road one-way (off High Street)
Five roads roundabout	Drop kerbs at St Leonard's Road; new crossing and calming measures at Orchard Road; improved crossing safety at Tolbooth Street with signage and calming measures, colour surfaces and railing(s).  [Note: it is not felt that the major reconstruction of this area is realistic].
Railway station	Promotion of shuttle bus; improved signage and interpretation (including Braille or audio); speed reduction and/or enforcement.  [Note: it is not felt that a bridge/underpass is realistic].
High Street parking	Create new designated spaces on High Street; relocate spaces within existing car parks.
Access to private properties	Negotiate with private owners; establish grant scheme; assess buildings and establish permanent, temporary or operational solutions; draw up permanent alteration proposals for consents; support private owners to execute contract works  [Note: it is accepted that some Listed Buildings issues may be insurmountable].
Access to public properties	Fit automated secondary door to Community Centre or establish open door policy (with emergency closing device); fit ramps to bridge at the rose garden and install landings to resurfaced slope off High Street; fit handrails to public toilets.

Issue(s)	Solution(s)
Level of awareness	Positive media coverage; newsletter articles; promotion of best practice; awareness raising seminars; customer care training; presentations at local schools; ideas competition; encouragement of work placements; promotion of social firms.
Pavement quality	Carry out repairs to existing pavements, existing kerbs, uneven surfaces etc. Widen pavements where possible, particularly those with inadequate widths; create new pavements where required; conduct annual checks.
Drop kerbs and blister slabs	Install new drop kerbs and blister slabs as required; upgrade existing kerbs to satisfactory standard.
Street furniture	Strive to consolidate the amount of general clutter; where necessary, provide additional seating.
Signage and interpretation	Without adding to street clutter, install new signage and interpretation where necessary, such as at the Railway Station and along Station Road to the High Street.
Temporary obstructions	Promote discouragement of temporary obstructions, e.g. letter to all businesses; awareness raising.
Published material	Town visitor guide leaflets; local audio guide; information boards and maps; shop stickers; portable display material; marketing material within guides by others, such as Moray Access Guide, Moray Tourism Development Group, Visit Scotland, Grampian and Highland tourism guides, as well as private sector marketing material (e.g. B&B, hotel); website material (with voice control and text zoom facility); media articles; 'Town of Disability Excellence' awards criteria.
Enforcement	Increased activity of traffic wardens, neighbourhood wardens, police; formal recognition within Single Outcome Agreements; new speed camera on A96

In recognition that the town will never be perfect, and also that there are limitations on the resources available, the above-mentioned solutions are suitably aspirational for a town that is striving for excellence, yet they remain firmly grounded and realistic.

The local community comprehends that it may not attract sufficient resources to execute all that is necessary, so a prioritisation process has taken place leading up to the production of an action plan.

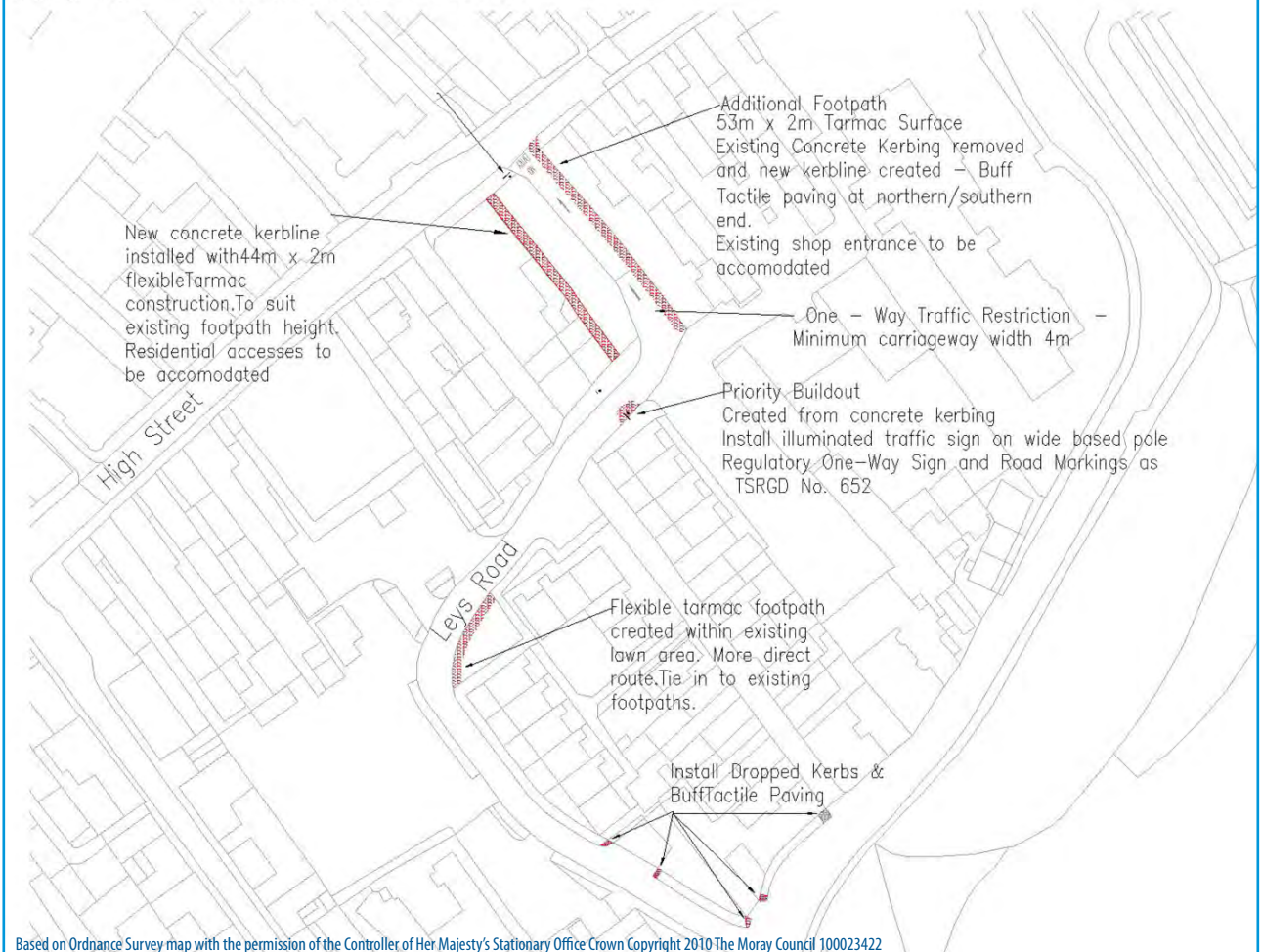
## MAP A

### Improvement work to Cumming Street and High Street West



## MAP B

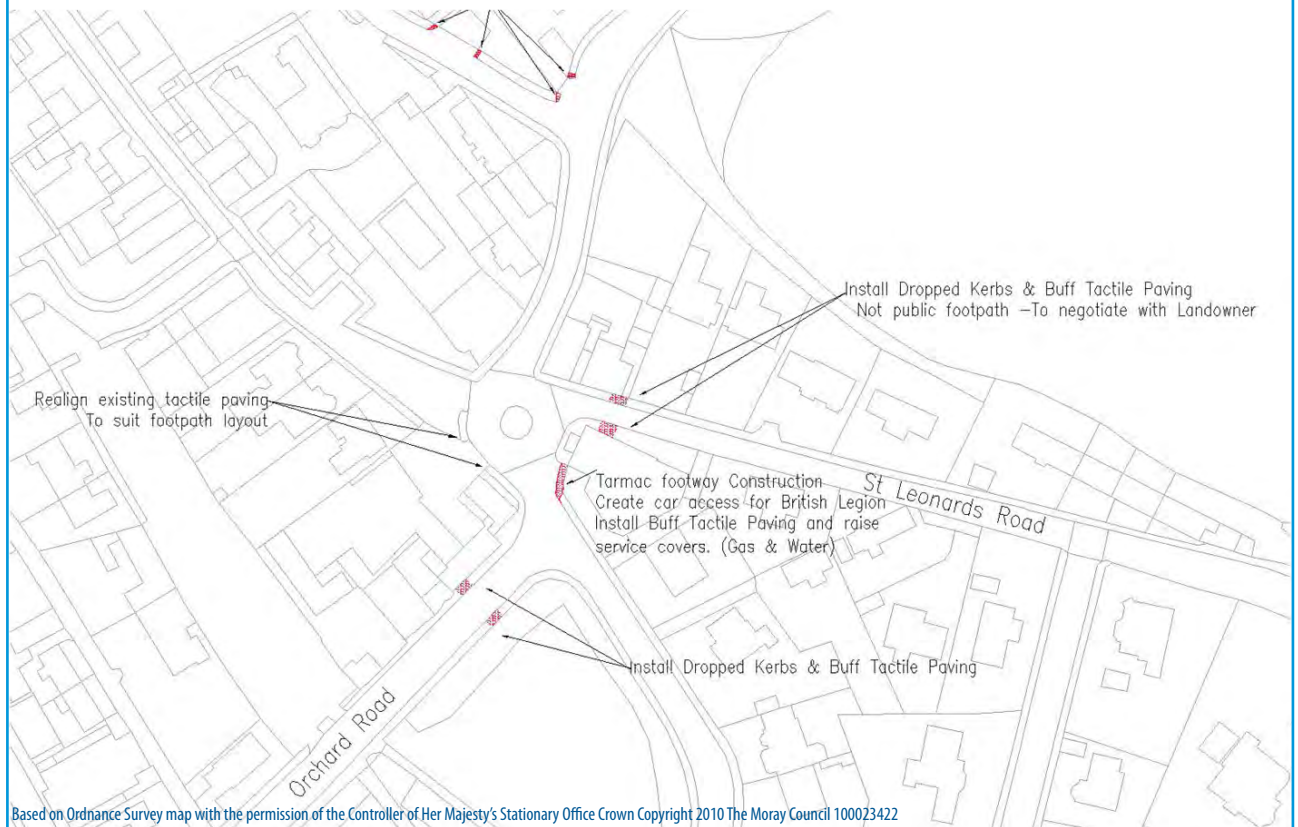
### Improvement work to Leys Road Area



Detailed solutions for Florries crossing and Cumming Street north (Map A) and Leys Road north (Map B). (refer to Town Centre map diagram on p.12).

## MAP C

Improvement work to the Five Roads Roundabout



**Detailed solutions for the '5 roads roundabout' area and Leys Road south (Map C). (refer to Town Centre map diagram on p.12).**



**The existing crossing between Anderson's Primary School and Grant Park is the standard sought throughout the town centre.**

## 7 ACTION PLAN

### 7.1 Prioritised Action

The following action plan has been deliberately composed to be as SMART as possible (i.e. specific, measurable, achievable, realistic and timetabled). It includes identification of lead responsibility, and has been set in order of priority by the local community (at their third stakeholder event - refer to Section 4.1.3 and Appendix section).

OUTCOMES	ACTIONS	LEAD RESPONSIBILITY	BUDGET
1. Full upgrade of Leys Road (north end)	<p>Legal issues explored and addressed.</p> <p>Detailed plans produced.</p> <p>Final stakeholder consultation.</p> <p>Contractor appointed.</p> <p>Scheme executed.</p>	Moray Council (Roads) with consultants as necessary	£38k
2. Access improvements around the 5 roads roundabout/Orchard Road	As above	As above	£30K
3. New pedestrian link across Cumming Street (north end)	As above	As above	£15K
4. General pavement enhancements throughout town centre	<p>Install 6 new drop kerbs</p> <p>Install 8 new blistered areas</p> <p>Relay 4 areas of paving slabs</p> <p>Resurface 5 areas of concrete and/or tar paving</p> <p>Lay down 2 new tarred paving routes</p> <p>Provide 2 new seats/benches</p>	As above	£11K

OUTCOMES	ACTIONS	LEAD RESPONSIBILITY	BUDGET
5. New designated disabled parking bays on and/or close to High Street	<p>Legal issues explored and addressed.</p> <p>Mark out 5 new bays on High Street</p> <p>Remark 2 new bays in adjacent car parks</p>	Moray Council (Roads)	£3K
6. Established reputation as a 'disability town of excellence'	<p>Series of talks to local schools (£0.5K)</p> <p>Encourage publicity within private sector marketing material (£4K)</p> <p>Local media coverage</p> <p>Regional and national media (£0.5K)</p> <p>Business, agency and community awareness raising seminars (£3K)</p> <p>Website material (£3K)</p> <p>Disability Ideas competition (£1.5K)</p> <p>Visitor leaflet (£5K)</p> <p>Shop premises sticker scheme (£1.25K)</p> <p>Upgrade of Moray Access Guide (£1.25K)</p>	<p>Transition Town Forres</p> <p>"</p> <p>"</p> <p>Transition Town Forres (with consultant as necessary)</p> <p>"</p> <p>"</p> <p>"</p> <p>"</p> <p>MAP (with consultant as necessary)</p>	£20K
7. New pedestrian link across Castlehill Road	As item 1	As item 1	£20K
8. New accessible pavement and shared surface area at Florries crossing	As item 1	As item 1	£73K



OUTCOMES	ACTIONS	LEAD RESPONSIBILITY	BUDGET
9. Improved links between Rail Station and town centre	<p>Promotion of shuttle bus and its timetable (£0.5K)</p> <p>New braille signage (£6K)</p> <p>Additional signposting at Station (£4K)</p> <p>Additional signposting along Station Road (£4K)</p> <p>Speed camera on A96</p>	<p>British Rail/TTF</p> <p>"</p> <p>"</p> <p>Moray Council</p> <p>Transport Scotland/Police</p>	£15K
10. Improved access into private town centre premises (e.g. banks, hotels, shops)	<p>Identify collaborative businesses</p> <p>Promote 3-year 50% grant scheme for access alterations, including facilitation of process</p>	<p>TTF (with consultant as necessary)</p> <p>TTF (with FAF/Council support)</p>	£110K
11. Improved access to public premises	<p>Alteration of Community Centre vestibule door (£3K)</p> <p>Ramp to rose garden bridge and new tiered footpath (£9K)</p> <p>Handrails and other accessory fittings to toilets and at least one fully DDA compliant facility made available (£3K)</p>	Moray Council	£15K
		<b>Total cost</b>	<b>£350K</b>

The principal contacts for this Action Plan are:

- Carin Shwartz, Chair of Transition Town Forres and Forres Area Forum, as well as
- Fiona Limbrey, Economic Development Officer, Planning and Development Section, The Moray Council, High St, ELGIN, IV30 1BX, Tel. 01343 563283/ Fax.01343 563483, Email fiona.limbrey@moray.gov.uk

## 7.2 Proposed funding package

It is proposed to fund and deliver the Forres Access for All initiative over a three-year period, at a rate of £100,000 - £125,000 spend per annum, and focused upon the project priorities (as per community wishes).

Since the project has already developed through a partnership approach, with the financial support of the local authority and the EU, it is intended to continue the partnership approach with expanded funding partners as follows<sup>13</sup>:

Source	Percentage	Amount	2011/12	2012/13	2013/14
Moray Council	20.5	72K	24	24	24
Moray Community Health and Social Care Partnership	3	10.5K	3.5	3.5	3.5
H.I.E.	10.5	36K	12	12	12
EU LEADER	30	108K	54	54	-
Big Lottery	36	123.5K	30	30	63.5
		£350k	123.5	123.5	103

Note: The funding package also draws down an additional minimum private sector leverage of £120k<sup>14</sup>. It also implies unquantifiable, yet significant, voluntary sector commitment in terms of information provision, project management, marketing and promotion, monitoring and evaluation.

13 Subject, of course, to full and successful funding applications to respective partners.

14 The package does not allow for any potential Planning Gain, since this is uncertain at present.

### 7.3 Implementation proposals

A structure is already partially in place to permit the implementation and management of the initiative. The existing panel could readily become a project steering group meeting on a quarterly basis. Such a group could report regularly to either the established Transition Town Forres body<sup>15</sup> and/or the Forres Area Forum<sup>16</sup>. Council officers could independently report directly to Councillors through existing committee report structures (such as the Council's Environmental Services Committee and the Moray Community Planning Partnership's theme subgroups) on an annual basis, giving an account of delivery according to objectives. The future engagement of any consultants, as required, should utilise standard tender procedures for public procurement, whilst physical works could either be delivered by the Council's DLO and/or other suitably appointed contractors. Legal investigations, including the execution of Road Orders, would be delivered by the local authority. Likewise, the Council's Transportation section would take responsibility for producing and/checking detailed drawings affecting any roads and pavements within its aegis. The private sector, plus agencies external to the Moray area (e.g. British Rail, Transport Scotland) will enter into the delivery of the action plan, subject to negotiation. Planning permissions and/or Listed Building Consents will be required for building alterations and this will require the involvement of professional agents on an ad hoc basis. Similarly, specialist products (e.g. Braille signage, marketing material, web site design) will necessarily involve the input of specialist contractors.

Whilst the implementation programme will seek to achieve the outcomes in relation to the agreed order of priority, (i.e. execute priority one first, priority two second and so forth), it will also acknowledge the development process of each element (e.g. requirement for planning permission or consultation of a Road Order) and deliver the action plan in a pragmatic, yet methodical manner relative to annual budget. In general, 'on-the-ground activities' will occur in years one and two, whilst the 'marketing and promotion' effort will occur in year three. 'Cultural change' efforts will be spread evenly over the project period.

.....  
15 The TTF is already a fully constituted, independent, community social enterprise.

16 The Forres Area Forum is connected to the Moray Community Planning Partnership.

## 8 CONCLUSION

There is an increasing movement towards modern society becoming more inclusive, and there has been a legislative response from within the United Kingdom and the European Union in recent years (see Sect.2).

The concept of Forres becoming a 'disability town of excellence' (see Sect. 3.1) is a wonderful idea and the town should be very proud of its efforts so far.

There are, of course, examples from elsewhere that Forres can learn from, particularly large city centres that have either been pedestrianised and/or have high-profile buildings (see Sect 4.1.1). There are also good examples conducted in small towns in Britain, but not to the extent of the ambition of the Forres community.

Forres is a small, and relatively quiet, northern Scotland town where the quality of life is already good. However, it has been identified by the Moray Towns Partnership as a town requiring some regeneration effort and the local community leaders rightly believe that a pioneering approach to inclusion could provide it with an opportunity for developing a marketing niche.

There has been a build-up of supporting opinion within the town for the initiative, but it requires more substance on-the-ground before the town can make a marketing claim. It already has a good reputation as an inclusive community, but it requires to perform a great deal better over a wider area in order to achieve 'disability excellence' (see Sect 5).

Forres is a historic town, with hills, natural ridges and listed buildings to conserve, so it will never be perfect in terms of physical accessibility. However, a concerted effort to improve the situation (see Sect 6) will not only benefit the local residents, but also place Forres in the vanguard position as a model example of an 'accessible and inclusive small town'.

## Recommendations

### **In the light of the above, the following recommendations are made:**

- The Forres community, led by Transition Town Forres and the Forres Area Forum, should immediately strive to maintain the momentum of the project initiative, e.g. through local publicity.
- The current project panel should form as Project Steering Group.
- The Project Steering Group should continue to build up the sense of ownership and responsibility for delivering the project.
- The Action Plan to deliver the initiative should be implemented over a period of three years in order to spread resources.
- After clarifying the 'lead body', the Project Steering Group should make formal applications to prospective funders.

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## Websites

- |                                                                                          |                                                                              |
|------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <a href="http://www.accessplace.com">www.accessplace.com</a>                             |                                                                              |
| <a href="http://www.adaptiveenvironments.org">www.adaptiveenvironments.org</a>           |                                                                              |
| <a href="http://www.bsi-global.com">www.bsi-global.com</a>                               |                                                                              |
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| <a href="http://www.designcouncil.org.uk">www.designcouncil.org.uk</a>                   |                                                                              |
| <a href="http://www.disabilityhelp-scotland.co.uk">www.disabilityhelp-scotland.co.uk</a> |                                                                              |
| <a href="http://www.disabledaccessholidays.com">www.disabledaccessholidays.com</a>       |                                                                              |
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| <a href="http://www.goodaccessguide.co.uk">www.goodaccessguide.co.uk</a>                 |                                                                              |
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| <a href="http://www.homesandcommunities.co.uk">www.homesandcommunities.co.uk</a>         |                                                                              |
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| <a href="http://www.jonesofwestry.co.uk">www.jonesofwestry.co.uk</a>                     |                                                                              |
|                                                                                          | <a href="http://www.leicester.gov.uk">www.leicester.gov.uk</a>               |
|                                                                                          | <a href="http://www.lothiancil.org.uk">www.lothiancil.org.uk</a>             |
|                                                                                          | <a href="http://www.middlesborough.gov.uk">www.middlesborough.gov.uk</a>     |
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|                                                                                          | <a href="http://www.rnib.org.uk">www.rnib.org.uk</a>                         |
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|                                                                                          | <a href="http://www.signdesignsociety.co.uk">www.signdesignsociety.co.uk</a> |
|                                                                                          | <a href="http://www.south-ayrshire.gov.uk">www.south-ayrshire.gov.uk</a>     |
|                                                                                          | <a href="http://www.tameside.gov.uk">www.tameside.gov.uk</a>                 |
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|                                                                                          | <a href="http://www.visitcolchester.com">www.visitcolchester.com</a>         |
|                                                                                          | <a href="http://www.visitscotland.com">www.visitscotland.com</a>             |
|                                                                                          | <a href="http://www.york.gov.uk">www.york.gov.uk</a>                         |

## Useful addresses

- Centre for Accessible Environments, 70 South Lambeth Road, London, Tel. 020 7840 0125
- Capability Scotland, The Wards, Elgin, Tel 01343 550699
- Forres Community Care Office, Leancoil Hospital, St Leonard's Road, Forres, Tel 01309 694000
- Forres Hard of Hearing Group, 2 Lochaber Cottis, Forres, Tel 01309 674024
- Forres Osprey Trust, Willowbrae, Alexandra Terrace, Forres, Tel 01309 672355
- Forres Wheelchair Care, Unit 2, Greshop Ind. Est, Forres, Tel 01309 676677
- Guide Dogs for the Blind, Dundee Road, Forfar, Tel 01307 463531
- Moray Access Panel, c/o Moray Resource Centre
- Moray Council, Transportation Section, Academy Street, Elgin Tel 01343 562537
- Moray Access Project, Chanonry Road North, Elgin, Tel 01343 545158
- Moray Disability Forum, 28 Institution Road, Elgin, Tel 01343 556580
- Moray Resource Centre, Maisondieu Road, Elgin, Tel 01343 551339
- RNIB, 224 Great Portland Road, London, Tel. 020 7388 1266
- Sense Scotland, 43 Middlesex Street, Glasgow, Tel 0141 429 0294
- Joint Mobility Unit, 224 Great Portland Road, London Tel. 020 7387 2233

# APPENDICES

## Appendix 1 Premises audit spreadsheet

Business Name	Fully accessible entrance	Level access/ramp	Automatics doors	Ring for assistance	Guide dog permitted	Disabled parking available or nearby	External obstacles	Level throughout inside	Freedom of movement inside	Goods accessible	Helpful Staff	Disabled toilet	Lifts	Hearing/Induction loop	Sign language staff	Braille/large fonts/contrast signage	Counter height accessible	Comments
<b>T.D.Logie</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	No - steps to lower level	No	No	Yes	No	No - second entrance to lower level	No	No	No	Yes	Parking at the front of the shop but not disabled
<b>Keystore/Post Office</b>	Yes	Yes - small step 1inch	Yes	No - win-down onto access	Yes	Nearby - Leask Road	No	Yes	Yes - not self service	Yes	No	No - lifts not required	Yes	No	Yes (not braille)	Yes but not at Post Office		
<b>Len's Taxi</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - steps at front door	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	No	Yes	
<b>Auchernack House</b>	Yes	Yes	Yes	No	Yes - no sign	Yes - beside front door	No	No - steps to upper level	Yes - not self service	Yes	Yes	Yes	Yes	Yes	No	Yes (not braille)	Yes	
<b>The Thistle Bar</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step at front door	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes		
<b>Highland Beauty Clinic</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	No	Yes	Yes - not self service	Yes	No	No	No	No	No	Yes	All treatments can be done downstairs
<b>Kebab and Pizza House</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes - not self service	No	No	No - lifts not required	No	No	No	No	No	
<b>The Music Centre</b>	No	Yes	No	No	Yes - no sign	Nearby - Leask Road	Yes - narrow pavement	Yes	Yes	Yes	Yes	No - lifts not required	No	No	No	No	Yes	
<b>Quick Snip Too</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step at front door	No - steps to upper level	Yes	Yes - not self service	Yes	No	No	No	No	No	Yes	
<b>Lloyds TSB</b>	Yes	Yes	Yes	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	Yes	No	Yes (not braille)	Yes	Can arrange for someone who used sign language to come in if they know in advance
<b>Speedy Pepper</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	Yes (not braille)	No	

Business Name	Fully accessible entrance	Level access/ramp	Automatics doors	Ring for assistance	Guide dog permitted	Disabled parking available or nearby	External obstacles	Level throughout inside	Freedom of movement inside	Goods accessible	Helpful Staff	Disabled toilet	Lifts	Hearing/Induction loop	Sign language staff	Braille/large fonts/contrast signage	Counter height accessible	Comments	
<b>Florrie's Florists</b>	No	No	No	No	Yes	Nearby - Leask Road	Yes - very narrow pavement	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No - signage poor	Yes		
<b>Ashers Bakery</b>	Yes	Yes	No	No	Yes	Nearby - Leask Road	Yes - pedestrian crossing at entrance	Yes	Yes	Yes - not self service	Yes	Yes	No - lifts not required	No	No	Yes (not braille)	Yes		
<b>The British Red Cross</b>	Yes	Yes - small step 1inch	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes		
<b>Secondhand and Antiquarian Books</b>	Closed until 15/02																		
<b>The Forres Gazette Office</b>	No	No	No	No - knock on door	Yes - no sign	Nearby - Leask Road	Yes - step at front door	Yes	Yes	N/A	Yes	No	No - lifts not required	No	No	Yes (not braille)	N/A		
<b>Back In Balance</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step at gate	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes		
<b>Credit Union</b>	Yes	Yes - small ridge	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes		
<b>Lucky Star</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes		
<b>Krafty Knits</b>	No	No	No	No	Yes	Nearby - Leask Road	Yes - steps at front door	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes		
<b>St. Laurence Church</b>	Yes	Yes	No	No	Yes - no sign	Yes - beside church not designated for disabled	No	No	Yes	N/A	N/A	No	No	Yes	No	N/A	N/A		



Business Name	Fully accessible entrance	Level access/ramp	Automatics doors	Ring for assistance	Guide dog permitted	Disabled parking available or nearby	External obstacles	Level throughout inside	Freedom of movement inside	Goods accessible	Helpful Staff	Disabled toilet	Lifts	Hearing/Induction loop	Sign language staff	Braille/large fonts/contrast signage	Counter height accessible	Comments
<b>Marmalade</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes	No	No	No - lifts not required	No	No	No	Yes	
<b>Sue's News</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>The Dry Cleaning Well</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Younies Electricians</b>	Yes	Yes - small step tinch	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>R and R Urquharts</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Legends</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes	
<b>Smith Jewellers</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Amici Ristorante</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes - not self service	Yes	Yes	No - lifts not required	No	No	Yes (not braille)	Yes	
<b>Mackenzie and Cruickshank</b>	Yes	Yes	No	No	Yes	Nearby - Leask Road	No	No - steps to upper level	No - very narrow tracks between shelves	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Wee Gooseberry</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Risons</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - cob-bling	No - stair case to reception and office	Yes	Yes - not self service	Yes	No	No	No	No	No	Yes	
<b>DE Shoes</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes	

Business Name	Fully accessible entrance	Level access/ramp	Automatics doors	Ring for assistance	Guide dog permitted	Disabled parking available or nearby	External obstacles	Level throughout inside	Freedom of movement inside	Goods accessible	Helpful Staff	Disabled toilet	Lifts	Hearing/Induction loop	Sign language staff	Braille/large fonts/contrast signage	Counter height accessible	Comments
<b>White and Company</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Lloyds Pharmacy</b>	Yes	Yes	No	No	Yes	Nearby - Leask Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	Yes	No	Yes (not braille)	Yes	
<b>Thai Cottage</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Forres Health Foods</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step at front door	Yes	Yes	Yes	Yes	No	No - lifts not required	1 half of shop	No	No	Yes	
<b>Mcleans Highland Bakery and Cafe</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	No	
<b>Tackle Shop</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step and sign at front door	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Iain MacRae (Osteopath)</b>	No	No	No	Yes - door-bell	Yes - no sign	Nearby - Leask Road	Yes - steps at front door	No	Yes	Yes - not self service	Yes	No	No	No	No	No	Yes	
<b>PALS Pet Shop</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step and sign at front door	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Moonlight Tandoori</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Gardner Financial Services</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Healthworks</b>	No	No	No	Yes - different services	Yes - no sign	Nearby - Leask Road	Yes - step at front door	No	Yes	Yes - not self service	Yes	No	No	No	No	No	Yes	

Business Name	Fully accessible entrance	Level access/ramp	Automatics doors	Ring for assistance	Guide dog permitted	Disabled parking available or nearby	External obstacles	Level throughout inside	Freedom of movement inside	Goods accessible	Helpful Staff	Disabled toilet	Lifts	Hearing/Induction loop	Sign language staff	Braille/large fonts/contrast signage	Counter height accessible	Comments
<b>Cluny Estate Agents</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Fancy Dress Hire</b>	No	No	No	Yes - door-bell	Yes - no sign	Yes - on drive not designated for disabled	Yes - steps at front door	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Images</b>	Yes	Yes	No	No	Yes	Nearby - Leask Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Bank of Scotland</b>	No	No	No	No	Yes - no sign	Yes - behind bank	Yes - steps at front door	No	Yes	Yes - not self service	Yes	No	Yes	Yes	No	No	Yes	
<b>Washington</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	No	
<b>Cockburns</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	No	No - stair case to reception and office	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Rowlands Pharmacy</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	Yes	No	Yes (not braille)	Yes	
<b>Mackenzie and Grant</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - steps at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>R. S. McColls</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes	
<b>AmorRoma</b>	Yes	No - Tinch up onto ramp	No	No	Yes - no sign	Nearby - Leask Road	Yes - step onto ramp	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Clydesdale</b>	No	No	Yes - push pad	No	Yes - no sign	Nearby - Leask Road	Yes - steps at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	No	
<b>Boots</b>	Yes	Yes	Yes	No	Yes	Nearby - Leask Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	Yes	No	Yes (not braille)	Yes	

Business Name	Fully accessible entrance	Level access/ramp	Automatics doors	Ring for assistance	Guide dog permitted	Disabled parking available or nearby	External obstacles	Level throughout inside	Freedom of movement inside	Goods accessible	Helpful Staff	Disabled toilet	Lifts	Hearing/Induction loop	Sign language staff	Braille/large fonts/contrast signage	Counter height accessible	Comments
<b>Fast Fix</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes	
<b>Chest, Heart, Stroke Scotland</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Tulloch Park	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Scotsoup</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes - not self service	Yes	Yes	No - lifts not required	No	No	Yes (not braille)	Yes	
<b>Grampian Property Centre</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Tulloch Park	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Chimes Tearoom</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Tulloch Park	No	Yes	Yes	Yes - not self service	Yes	Yes	No - lifts not required	No	No	No	Yes	Toilet not designated disabled toilet
<b>Mundole Taxi Office</b>	No	No	No	No	Yes - no sign	Nearby - Leask Road	Yes - steps at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	No	
<b>Beaver Travel</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Angies Mane Event</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leask Road	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>McLachlan Opticians</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Tulloch Park	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Carlton Hotel</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - steps at front door	No	Yes	Yes	Yes	No	No	No	No	Yes (not braille)	Yes	
<b>Fraser Brothers Butchers</b>	Yes	Yes - small step 11inch	No	No	Yes	Nearby - Tulloch Park	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	No	
<b>Babalalu</b>	No	No	No	No	Yes - no sign	Nearby - Tulloch Park	Yes - step at front door	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Penny's Gift Shop</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Tulloch Park	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Scottish Hydro Electrics</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Tulloch Park	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	

Business Name	Fully accessible entrance	Level access/ramp	Automatics doors	Ring for assistance	Guide dog permitted	Disabled parking available or nearby	External obstacles	Level throughout inside	Freedom of movement inside	Goods accessible	Helpful Staff	Disabled toilet	Lifts	Hearing/Induction loop	Sign language staff	Braille/large fonts/contrast signage	Counter height accessible	Comments
<b>Scottish Hydro Electric</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Tulloch Park	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Cardamon Spice</b>	No - narrow doors	Yes - small ridge	No	No	Yes - no sign	Nearby - Leys Road	No	No	Yes	Yes	Yes	No	No	No	No	No	Yes	
<b>McLeans Highland Bakery</b>	Yes	Yes	No	No	Yes	Nearby - Tulloch Park	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	No	
<b>Connections</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	No - steps to lower level	Yes	Yes	Yes	No	No - keep a ramp to place over steps	No	No	No	Yes	
<b>HRM Recruitment and Pitman Training Centre</b>	No	No	No	No	Yes - no sign	Nearby - Tulloch Park	Yes - steps at front door	No	Yes	Yes	Yes	No	No	No	No	Yes (not braille)	Yes	
<b>Royal Bank of Scotland</b>	Yes	Yes	Yes	Yes	Yes - no sign	Nearby - Tulloch Park	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	Yes	No	Yes (not braille)	Yes	Customer satisfaction leaflet available on request
<b>Co-operative</b>	Yes	Yes	Yes	No	Yes	Nearby - Leys Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	Yes	No	Yes (not braille)	Yes	
<b>Jaycee Computer Centre</b>	No	No	No	Yes	Yes - no sign	Nearby - Tulloch Park	Yes - step at front door	Yes	No - very narrow tracks through stock	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Hair By Elaine</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>M and Co</b>	Yes	Yes - ramp very steep	No	No	Yes - no sign	Nearby - Tulloch Park	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes	

Business Name	Fully accessible entrance	Level access/ramp	Automatics doors	Ring for assistance	Guide dog permitted	Disabled parking available or nearby	External obstacles	Level throughout inside	Freedom of movement inside	Goods accessible	Helpful Staff	Disabled toilet	Lifts	Hearing/Induction loop	Sign language staff	Braille/large fonts/contrast signage	Counter height accessible	Comments
<b>Macmillian Charity Shop</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Tulloch Park	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Town Hall</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Tulloch Park	No	No	Yes	N/A	N/A	Yes	No	No	No	No	N/A	Done for side door of building - front door has steps
<b>St. Leonards Church</b>	Yes	Yes	No	Yes	Yes - no sign	Nearby - Tulloch Park	No	No	Yes	N/A	N/A	Yes	No	Yes	No	N/A	N/A	
<b>Superdrug</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes	
<b>Michael Law Antiques</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Tulloch Park	No	Yes	No - narrow tracks between shelves	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Blythswood Care</b>	Yes	Yes	No	No	Yes	Nearby - Tulloch Park	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Stuart Cycles</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - step at front door	No - steps to upper level	Yes	Yes	Yes	No	No	No	No	No	No	
<b>Highland Hospice</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - step at front door	No	Yes	Yes	Yes	No	No	No	No	No	Yes	
<b>Moray College Learning Centre</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes	
<b>Chapter One</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Sheena's</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Miele's Northern Fish Restaurant</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes	Yes	Yes	No - lifts not required	No	No	No	Yes	Toilet not designated disabled toilet

Business Name	Fully accessible entrance	Level access/ramp	Automatics doors	Ring for assistance	Guide dog permitted	Disabled parking available or nearby	External obstacles	Level throughout inside	Freedom of movement inside	Goods accessible	Helpful Staff	Disabled toilet	Lifts	Hearing/Induction loop	Sign language staff	Braille/large fonts/contrast signage	Counter height accessible	Comments
<b>Lets Picnic</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - steps at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	Yes	No	Yes	
<b>The Community Centre</b>	Yes	Yes	Yes - at library	No	Yes	Yes - beside front door	No	No	Yes	Yes - not self service	Yes	Yes	Yes	No	No	Yes (not braille)	Yes	
<b>Library</b>	Yes	Yes	Yes	No	Yes - no sign	Yes - beside front door	No	Yes	Yes	Yes	Yes	No	No - lifts not required	Yes	No	No	Yes	Sign language is part of training but not confident using it
<b>Zero</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes	
<b>Sweeney's Gentle-men's Barbers</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Murdoch Brothers Butchers</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>The Red Lion (Beastie)</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes	
<b>Sculptur</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>The Paper Shed</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes	
<b>Fraser and Chalmer</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Falconer Museum</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	No	Yes	Yes - not self service	Yes	Yes	Yes	Yes	No	Yes (not braille)	Yes	Reception right beside door and can see through window
<b>Newmarket Bar</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes - not self service	Yes	Yes	No - lifts not required	No	No	Yes (not braille)	Yes	

Business Name	Fully accessible entrance	Level access/ramp	Automatics doors	Ring for assistance	Guide dog permitted	Disabled parking available or nearby	External obstacles	Level throughout inside	Freedom of movement inside	Goods accessible	Helpful Staff	Disabled toilet	Lifts	Hearing/Induction loop	Sign language staff	Braille/large fonts/contrast signage	Counter height accessible	Comments
<b>Simply Red Restaurant</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes - not self service	Yes	Yes	No - lifts not required	No	No	Yes (not braille)	Yes	
<b>Pearl's Pet Care</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - step at front door	Yes	Yes	Yes	Yes	No	No - lifts not required	No	No	Yes (not braille)	Yes	Can see through window and people knock on door
<b>Chiropodist</b>	No	No	No	Yes	Yes - no sign	Nearby - Leys Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>The Hub</b>	Yes	Yes	No	No	Yes - no sign	Nearby - Leys Road	No	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Stuart's Salon</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>MacBeth's (Butcher)</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Aqualiss</b>	No	No	No	No	Yes - no sign	Nearby - Leys Road	Yes - step at front door	Yes	Yes	Yes - not self service	Yes	No	No - lifts not required	No	No	No	Yes	
<b>Forres Swimming Pool and Fitness Centre</b>	Yes	Yes	Yes	No	Yes - no sign	Yes	No	Yes	Yes	Yes - not self service	Yes	Yes	No - lifts not required	No	No	No	Yes	Hoist in disabled changing and to get into pool
<b>Train Station</b>	Yes	Yes	No	No	Yes - no sign		No	Yes	Yes	Yes - not self service	Yes	Yes	No - lifts not required	No	No	Yes (not braille)	Yes	Level access from platform only



## Appendix 2 Issues list (stakeholder views)

### Feedback from meeting 3rd November 2009

Area of Concern	Location	Comment
<b>High street access</b>		Narrow pavements
CIRCLE A		Uneven surface
		Car parked
		Advertising boards and bins on pavement cause problems for wheelchair users
		Pavement very narrow, especially on corner with Leys Road
		Better access required
		Better access from Anderson Crescent area
		No disabled parking
		Street furniture is a hazard for sight impaired, is there a real need for it?
		Parking behind Post Office causes hazard from emerging traffic
		Crossing the road outside the Post Office is dangerous, unsighted when lorries or cars are parked there.
		Too many objects on pavement outside Post Office (Bus Shelter, Post Box, Wheelie Bin}
		Look generally at access routes to High Street and establish wheelchair friendly routes
		Look at access routes from Care Homes etc for the high number of wheelchair users
<b>Other streets</b>	Leys Road	Drains and road surface not level
CIRCLE B	Leys Road	Should be 20mph limit
	Leys Road	Warning signs "Old Folk Crossing"
	Leys Road	Pavements very narrow by Stuarts
	Leys Road	Pavements very narrow by Stuarts
	Leys Road	Put in "sleeping policemen"
	Leys Road	Definitely needs traffic calming measures
	St Catherines Road	Crossing by Fire Station difficult
	Anderson Crescent	Access to pavements poor for partially sighted
	Mosset pathway	Very rough - unsuitable for wheelchairs
	Mosset pathway	Footbridge has step on one side
	Orchard Road	Pavements uneven, no drop kerbs
	Generally	Wider even pavements required
		Drop down kerbs not low enough or opposite each other

Area of Concern	Location	Comment
		Uneven and broken pavements
		High kerbs cause difficulties for the sight impaired, buggies and wheelchairs
		Maintenance of pavements and roads needs to be improved
		Wheelie bins cause obstructions on footpaths
		Too many narrow pavements
		Footpaths in grassed areas could be improved to make wheelchair access easier
		Look at footways through grass areas and consider paving
		Nairn Road - cars park on cycle lane opposite sorting office forcing cyclists on to footpath
		Cyclists should be kept off the pavements
		Bridge Street - cars park on cycle lane forcing cyclists on to footpath
		Parking should be restricted to allow accessibility
		Street lighting is poor in some areas, replacement of blown lamps is slow
<b>Roundabouts</b>	Tesco	(assume that it is thought to be difficult to traverse)
	Greshop	(assume that it is thought to be difficult to traverse)
CIRCLE C	St Leonards Road	No safe route for pedestrians
	St Leonards Road	Traffic does not indicate properly
<b>Community Centre</b>		Only one automatic door, needs second one for direct access to café
CIRCLE D		Only one automatic door, other door difficult to open from a wheelchair
		Requires a second Automatic Door, existing door unsuitable for wheelchair user
		Why not have both doors automatic
		Can internal doors be left open with automatic closing in case of fire
<b>Toilets</b>		Only one in the town
		Accessible mobility toilets need to be provide with clear indication of where they can be found
<b>Swimming Pool</b>		Water too cold for people with metal plates
		Steps down to pool quite steep
<b>Shops and Business</b>		Shop owners to ensure frontage is kept clean
<b>CIRCLE E is the post office and the adjaecent row of shops that is not accesible by wheelchair</b>		Ramnee Hotel difficult to reach access ramp over gravel surface
		Entry to shops difficult with too much clutter to enable wheelchair manouvering

Area of Concern	Location	Comment
	Bank of Scotland	Access very poor
	Bank of Scotland	No disabled access - have been complaining for six years
		Gravel areas very difficult to traverse for wheelchair users
		ATM's too high for wheelchair users
<b>Buses</b>		Young people park at bus stops to use cash machine even when bus is there
		Shelters inadequate, glass-less. More attention paid to advertisers than user!
		St Leonards Church bus stop, pavements too high, buses do not use the space
<b>Parking</b>		General lack of disabled parking
		General lack of disabled parking
<b>Outside Town Centre</b>		
<b>Manachie Road</b>		Kerbs too high for pushchairs
<b>Mannachie Terrace</b>		No disabled parking bays - promised three years ago
<b>Train Station</b>	CIRCLE F	Quick and easy access required from station and retail estate to the high street
<b>Advice</b>		
		Engage shopkeepers and businesses and get them to liaise with disabled groups and roads department.
		Reduce speed limit in Forres to 20mph
		Display of Forres in Com. Centre and welcome input from the public
		Braille sign posting
		Braille timetables in bus stops
		Ensure that the correct timetables are in the bus shelters for the direction that they serve
		More bench seats for people to relax on in various locations
		More police and traffic wardens present on the street to deter cycling on pavements, parking on double lines blocking pedestrian access and deter parking on pavements
		Council have applied to TCRF for shop front improvement scheme (to be spent before March 2010)
		Information boards showing suitable routes for wheelchair/restricted mobility users, and in braille

## Appendix 3 Possible solutions (stakeholder views)

### Access for All

#### 'Forres – Disability Town of Excellence'

#### Findings from Stakeholder Event 14/12/09 – 'Problem Solving'

**Issue: Leys Road/ High Street junction:** Stuart Cycles area a 'disaster' up and down. The road is currently too narrow for two-way traffic and a path on Stuart Cycles side. It was suggested making the top part of the road, from Urquhart Road to High Street a one-way system, which would allow for paths to be widened. There was some debate as to which way the flow of traffic should go and, as Tolbooth Street is currently one-way from the High Street, it was thought better to have Leys Road system going on to the High Street. There was also some talk of the perception of speeding. Apparently the road layout does not lend itself to speeding.

**Issue: '5 Roads' Roundabout** – Sign to say 'safe crossing' and establish a safe crossing area at north side of 5 road roundabout. Suggest speed limit of 10mph and warning signs. Pavement created on north side of by removing some of bank from other side at Grant Park. Suggest traffic calming and/or road narrowing.

**Issue: Railway Station:** Needs a safer crossing - footbridge? (Not always answer). Underpass? Bus has improved situation, but need to publicise this move. Signage for cars not clear from High Street and should be improved. More directions required for both cars/ pedestrians to town from railway station. Not sure if buses/ taxis always there. Braille signage should be considered.

**Issue: Crossings:** Compile list for improvements with priorities, so that most important are done first. Raise levels of roadway (such as Batchen St Elgin)

**Issue: High St parking:** No disabled spaces. Consider designated bays at various locations. PO – traffic is going to park at back, is too fast and some drive over pavement.

**Issue: Access to key locations.** Bank of S- huge problem – elevating lift? Raise pavement level (issues for others?); Ramnee – chippings not good for wheelchairs. Need to provide slabs; Comm Centre- need to ask someone to open interval doors. Lift? Drop down- get in, can't get out. Change this. Evac chair- need someone trained. Only one disabled person allowed upstairs; Public toilets - Need to lobby council to keep open with attendants; St Leonards- steps but possible to get in alongside path, although need to cut back tree; Rose Garden – steps at bridge, uneven path, too steep, poor surface. 'Terraced' effect to make it easier. Improve surface. Ramp at bridge.

**Issue: Quality of pavements** - Castlehill Church pavement needs to improve. Florie's too narrow and limits access to P.O. Widen pavement, but this will narrow road and cause traffic problems. Perhaps improve the access on the other side and upgrade the crossing. Street cleanliness, rubbish etc, hazardous for users. PO is cluttered in front.

**Issue: Lack of publication material.** It was thought the best vehicle to market this scheme would be a website, which could be voice-controlled and also have a large font with zoom capabilities for the visually impaired; Forres Town Handbook - Add disabled section; disabled version of town map- routes to toilets, pubs, coffee, books etc. Promote centres of excellence businesses.

## Appendix 4 Prioritisation results

### IMPROVEMENT PRIORITIES LIST

Having previously identified the main issues and possible solutions, the following list of priorities for action was agreed by consensus at a community involvement session in the Mosset Tavern, Forres, Tues 26 Jan 10.

Priority	Action	Weighting (out of 100)
1	Ley Road / High St junction improvement and one way system	71
2	'5 Roads' roundabout safety enhancements	68
3	Cumming St/ High St junction crossing improvement	61
4	Repairs and improvements to pavements in general	59
5	Designated parking bays on and/or near High St	52
6	Publicity material in various forms	50
7	Castle Hill / High St junction crossing	45
8	Improved crossing and pavement at Florries on H.St west	41
9	Better signage and promotion of shuttle buses for Railway Station	38
10	Improved access to private properties	25
11	Improved access to public properties	23



# NB

PLANNING | ARCHITECTURE

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