



## Northampton Borough Council Annual Review Report

DisabledGo exists to empower people to get out and do what they want to do in their own community or in towns and cities they would like to visit. The project revolutionises choices for disabled people by delivering reliable and detailed access information to a wide range of local goods and services.

### New Venues

The venues listed below were added to the DisabledGo website as part of the renewal process.

Name	Address1
Alliston Gardens Youth & Community Centre	Adelaide Street
Aspers Casino	6 Commercial Street
Audio Works	Westbridge Depot
Bar So	25 Abington Square
Bararelle Hair	79 Giles' Street
Blackthorn Community Centre	Longmead Court
Boots	St James' Retail Park
Community Law Service	49 - 53 Hazelwood Road
Duston Community Centre	Pendle Road
Favell House	Mansfield Health Campus
Frankie & Benny's	Sixfields
Leopold's Belgian Chocolate & Coffee Shop	6 Abington Street
Mem Saab	357-359 Wellingborough Road
Momo	79-81 Abington Square
Northamptonshire Centre for Independent Living	Gladstone Road Resource Centre
Old White Hart Inn	Far Cotton
St James' Community Centre	St James' Road
Watts The Furnishers	241 Birchfield Road East
Watts The Furnishers	80 Abington Street
Wootton Village Boutique	1b & 1c Sunnyside

Of the suggested venues, we were unable to survey the following;

- Fever Nightclub (we were unable to establish contact with anyone at the venue by telephone or in person)
- Fusion Buffet (The manager was unable to open the restaurant during the day in order to survey it).
- Hakamou Island Bar (After leaving messages for the manager, we did not receive a reply).

### **The Annual Review Process**

In the Annual Review all venues listed on the website were contacted by letter or telephone in the first instance. Businesses were contacted in order to ascertain whether their access had changed.

### **Detailed Access Guides**

DisabledGo telephoned Detailed Access Guide entries and asked businesses to provide information on any *structural changes* in relation to access, for example the installation of an accessible toilet. In addition, DisabledGo researched information on *non-structural changes* such as provision of large print menus and *data changes* including for example, changes in opening hours or the name or nature of the business.

- **Data Changes**

12% of the venues contacted had data changes, including changes to opening hours, visitor information and contact details.

- **Non-Structural Changes**

Of the venues contacted 4% had improved their non-structural physical access. The range of improvements included;

- Provision of hearing assistance
- Disability Awareness Training
- The provision of an email contact address to be used as an alternative way of conducting business.

- **Structural Changes**

1% of the venues contacted, had improved their physical access. The majority of those venues contacted had undergone refurbishments of some kind. Those refurbishments that affected their access were revisited so that their guides could be updated.



## Improvements and Changes

- The Northampton Museum and Art Gallery has undergone a refurbishment so was revisited and the guide updated.

## Summary

Writing to and telephoning businesses in Northampton, providing awareness and advice information when visiting and talking to frontline staff and managers has further helped to increase awareness of the importance and benefits of providing access for disabled people.

The annual renewal has continued to raise awareness amongst the Northampton business community and the updated information will continue to provide up to date detailed information for disabled people living in and visiting Northampton.

Kyle Gordon  
Review Surveyor  
DisabledGo  
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