

Disability Liaison Group

Agenda and Reports

For consideration on

Wednesday, 11th July 2007

In Committee Room 1, Town Hall, Chorley

At 7.00 pm



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Chief Executive's Office

Please ask for: Ruth Hawes
Direct Dial: (01257) 515118
E-mail address: ruth.hawes@chorley.gov.uk
Date: 5 July 2007

Chief Executive: Donna Hall



Town Hall
Market Street
Chorley
Lancashire
PR7 1DP

Dear Councillor

DISABILITY LIAISON GROUP - WEDNESDAY, 11TH JULY 2007

You are invited to attend a meeting of the Disability Liaison Group to be held in Committee Room 1, Town Hall, Chorley on Wednesday, 11th July 2007 commencing at 7.00 pm.

I hope you will be able to attend.

AGENDA

1. **Welcome by the Chair**

The Chair will welcome everyone to the meeting and invite people to introduce themselves.

2. **Apologies for absence**

3. **Declarations of Any Interests (for Councillors only)**

Members are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda. If the interest arises **only** as result of your membership of another public body or one to which you have been appointed by the Council then you only need to declare it if you intend to speak.

If the personal interest is a prejudicial interest, you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

4. **Minutes (Pages 1 - 4)**

To confirm as a correct record the minutes of the meeting of the Disability Liaison Group held on 18th April 2007 (enclosed)

5. **Ongoing Issues**

A schedule will be circulated at the meeting listing issues that have been considered at past meetings of the Liaison Group and summarising the action that has either been taken by Officers or is proposed to be instigated on matters in respect of Pavements, Dropped Kerbs, Road Crossings, General Highway Issues, Parking and Other Issues.

Continued....



6. **Waste Collection and Recycling**

The Council is currently making preparations to relet the contract for the collection of waste and recycling. The views of those attending this meeting will be sought as to how we can best meet the needs of residents with disabilities.

7. **Update on Disability Awareness Day (REACH)**

Eileen Bee of the Disability Forum will update on plans for the Disability Awareness Day.

8. **Update on delivery of the Councils Equality Scheme**

Sarah Dobson Performance Advisor will provide a short verbal update on delivery of the Councils Equality Scheme.

9. **Group Work Program**

The Group Work Programme will be circulated at the meeting.

10. **Contact details and procedures for Community Beat Managers (Pages 5 - 10)**

A list of contact details for the various Community Beat Managers is enclosed

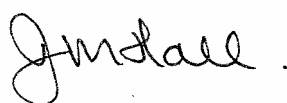
A procedure for contacting the Police through TYPETALK is enclosed

11. **Any other item(s) that the Chair decides is/are urgent**

12. **Date of Next Meeting**

The proposed dates are 10 October 2007, 9 January 2007 23 April 2007. Would the Group like to amend the start time for the winter meetings?

Yours sincerely



Chief Executive

Distribution

1. Agenda and reports to all Members of the Disability Liaison Group David Dickinson (Chair) and Councillors Nora Ball, Catherine Hoyle, Rosemary Russell, Mrs Iris Smith and Ralph Snape for attendance.
2. Agenda and reports to Members of the Disability Forum.
3. Agenda and reports to Gary Hall (Director of Finance), Lesley-Ann Fenton (Director of Policy and Performance), Alan Capstick (Engineering Services, LCC), Sarah Dobson

(Performance Advisor - Corporate and Customer), Paula Fodor (District Partnership Officer) and Ruth Hawes (Democratic Services Officer) for attendance.

3. Agenda and reports to Sergeant A Beardmore, Chorley Police.

This information can be made available to you in larger print or on audio tape, or translated into your own language. Please telephone 01257 515118 to access this service.

આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

ان معلومات کا ترجمہ آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون

01257 515823

کیجئے:

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Disability Liaison Group**Wednesday, 18 April 2007**Present:Chorley Borough Councillors:

Councillor David Dickinson (Chair) and Councillors Rosemary Russell and Ralph Snape

Chorley Borough Council Officers:

Gary Hall (Director of Finance), Lesley-Ann Fenton (Director of Policy and Performance), Sarah Dobson (Performance Advisor - Corporate and Customer), Paula Fodor (District Partnership Officer) and Ruth Hawes (Democratic Services Officer)

Disability Forum Representatives:

Eileen Bee (Disability Forum Co-Ordinator), Terence Reynolds (Disability Forum Vice-Chairman), Mr Coxhead (Disability Forum), Judy Daniels (Disability Forum), Alison Hansford (Disability Forum), Maureen Kay (Deaf and Disability Forum) and Sergeant Adrian Beardmore

Sign Language Interpreter:

Val Hall (Interpreter)

07.DLG.01 WELCOME BY THE CHAIR

The Chair welcomed everyone to the meeting. People present introduced themselves and their role at the meeting.

07.DLG.02 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Danny Gee, Marie Gray, Cath Hoyle, June Molyneaux, Iris Smith and Stella Walsh, also Margaret Stansfield, Alan Capstick, Elaine Knott, Nancy Banks, Ivy Carroll, Harold Rimmer and Maurice Waterhouse.

07.DLG.03 DECLARATIONS OF ANY INTERESTS (FOR COUNCILLORS ONLY)

None of the Members declared any interest in relation to matters under consideration at the meeting.

07.DLG.04 DISCUSSION ON THE WAY FORWARD FOR THE GROUP

Sarah explained that this discussion item aimed to highlight good things that the Group achieved, things that needed to be addressed and any suggestions for the future.

The Group highlighted the following points:

Good

The involvement of the Group in scrutiny inquiries, such as the One Stop Shop, had resulted in positive changes.

The involvement of the Forum in determining licenses for hackney carriages had ensured disability issues were properly considered.

Bad

There were ongoing issues with Chorley Railway station, in particular the edging contrast needed on the steps to the underpass.

For future consideration

In the past there had been a sub group that made comments on Planning Applications that affected public places. The sub discussed practical issues, such as signage, that were outside the remit of planning law. Input from the group with Town Hall and Union Street building works had been really positive. It was agreed that this sub group be started again and report back to main group. This sub could link in to a Planning Forum that the Development and Regeneration Directorate were setting up.

It was suggested that the Group be involved in equality and diversity training for Chorley Council officers and Councillors. Members of the Group would need adequate notice of sessions. There was potential to involve other agencies in the developing training program.

There is a need to ask children more about what they need and want and to get them involved.

The ability to select different font sizes on the Council's new website was good, there were plans to make use of screen readers in the future. The level of English on the site was not suitable for deaf people and it was suggested that a sign language interpreter be available in the corner of the screen like the Lancashire County Council web site.

It would be helpful to have an agreed definition of consultation and reasonable timescales for responses. There was a feeling that the consultation relating to Astley Park had not been effective.

The Group discussed general headings,

Transport,

Access and Accessibility: e.g. road crossings.

Town Centre review: the Town Centre Strategy and rural areas,

Information: needs to be clear from business and service providers.

Street furniture: refuse, bins, bollards, A-boards causing obstructions.

Parking: e.g. on pavements. (There is a useful project report on guidedogs.co.uk).

Crossings: e.g. St Thomas' Road outside Town Hall (this is being looked at) crossings on corners are difficult for deaf people.

The Group discussed widening the representation and membership, to include organizations such as Dial a Ride, the Local Strategic Partnership, Chorley Widlcats etc. It was agreed that officers would write out to organizations to invite them to the meeting. It was noted that if the numbers increased Committee Room 1 would not be large enough, this would be kept under review.

It was agreed to create some guidance for officers who came to the meeting including not using jargon, the provision of handouts with one slide per page and how to use a BSL interpreter.

It was agreed to limit the number of presentations/topics to two per meeting. The start time was considered and a trial period of starting at 7pm was agreed, this would need to be reviewed for the meetings in the winter. It was noted that sandwiches were no longer provided at the start of the meeting.

The creation of a work program was considered. The program would be updated at the end of each meeting to determine the agenda items for the next meeting. The program would be drafted based on the information collected at this meeting. It was important that the meeting be action focussed.

07.DLG.05 DATE OF NEXT MEETING

The next meeting of the Group would be Wednesday 11 July 2007 commencing at 7 pm.

Chair

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IN Touch



**Lancashire
Constabulary**

police and communities together

Neighbourhood Policing Newsletter

SPEAK TO YOUR CBM AT LOCAL PACT MEETINGS JULY 2007.

For further info. pls.Contact: CBM Office 01257/246225 or 246380

PS 1105 K. MOUNTAIN -

CHORLEY EAST

NEIGHBOURHOOD

AREA	DATE	TIME	VENUE	CBM/PCSO
East	2 nd Tue. - 10 TH	5 - 6 p.m. Surgery	Highfield Children's Centre, Wright Street.	PC 3337 Leanne Mankowski PCSO 7058 Derek Keeling PCSO 7434 David Kinsley PCSO 7739 Danielle Ruffles
North East	2 nd Mon. - 9 TH	6 p.m. Surgery	St Joseph's Parish Centre, Harpers Lane	PC 6137 Lydia Hackett PCSO 7007 Matt Gillett PCSO 7361 Tricia Baines PCSO 7758 Sharon Upton

PS 6199 A. HARRIS -

CHORLEY SOUTH

NEIGHBOURHOOD

AREA	DATE	TIME	VENUE	CBM/PCSO
South East	1 st Thu. - 5 TH	7 - 8 p.m. Surgery	St Gregory's Club, Ash Brove	PC 1114 Ian O'Brien PCSO 7686 Michelle Vernal PCSO 7769 Indi Ganly-Boast PCSO 7776 Lee Reed
South West	2 nd Tue. - 10 TH	6.30 p.m. - Meeting Only	Eaves Green Community Centre.	PC 1806 Lindsay Harrison PCSO 7715 Chris Bryce PC 3052 Lisa Togher PCSO 7690 Alex Foster

Tel 0845 1 25 35 45

Email: lancashire.police@lancashire.police.uk Web: www.lancashire.police.uk



AREA	DATE	TIME	VENUE	CBM/PCSO
Astley Village & Buckshaw (Mtg. Variable)	Tuesday - 3 rd	7.15 p.m. - Meeting Only	Astley Village Community Ctr., Hall Gate,	PC 2931 Rachael Melia PCSO 7278 Rik Nicol PCSO 7766 Chris O'Lone PCSO 7749 Nerys Brown
Euxton, North & South	2 ND Tue. - 10 TH ----- JNR. PACT (2 nd Weds) - 11 TH	7.00 p.m. - Surgery ----- 6.00 p.m. - General Mtg.	Euxton Community Centre Wigan Road ----- (ditto Venue)	PC 3031 Alison Bleasdale PCSO 7696 Raymond Chadwick PCSO 7762 Rachael Porter
North West	1 st Tuesday. - 3 RD	7.30 p.m. - Meeting Only	Chorley C.C.C., Sandringham Rd	PC 135 Andy Bramhall PCSO 7360 John Beesley PCSO 7750 Stephanie Morley

AREA	DATE	TIME	VENUE	CBM/PCSO
Charnock Richard.	1 ST Mon. w- Parish C. - 2 ND	7.00 p.m. - Meeting only	Parish Rooms, Charter Lane, Charnock Richard.	PC 554 Paul Harrison PCSO 7761 Paul Forrest ECSO - Vacancy
Coppull	JNR. PACT - 1 st Tue. - 3 RD ----- 2 nd Weds. w- Parish C. - 11 TH	General mtg. 6.00 p.m. ----- 7.00 p.m. Surgery	LEISURE CTR., Springfield Rd. ----- Coppull Village Hall, Chapel Lane	PC 4018 Andy Woodward PCSO 7237 Kate Bennett PCSO 7683 Paul Price
Croston Open surgeries, usually LAST WED. ea month!	Mtg. 1 ST Monday - 2 ND ----- Surgery LAST Wednesdays 27 TH JUNE + 25 TH JULY.	7.30 p.m. - Meeting Only ----- OPEN Surgery 4.00 ~ 5.00 pm	@ CROSTON Police Station. 01772/600239. ----- Endowed Primary School, Bretherton School, South Road	PC 6198 Caroline Plummer CBM Mobile No. ~ 07958 /787818
Eccleston (Mtg. Var.)	Please Tel. 01275246103 for further info.	7.30 p.m. Surgery	Community Centre Draper Ave, Eccleston	PC 2610 John Howard
Mawdesley Tri-monthly With Parish Council!	PACT Wednesday - 11 TH	7.00 p.m. Surgery	The Village Hall Mawdesley	PC 554 Paul Harrison

PS 383 D. BROWN -

ADLINGTON/WHEELTON

NEIGHBOURHOOD

AREA	DATE	TIME	VENUE	CBM/PCSO
Adlington (Mtg. Var.)	Thursday - 5 TH Wk'ly. SURGERY Suspended!	2.30 p.m. - Meeting Only	FAIRVIEW Community Centre	PC 512 Carol Forrey PCSO 7050 Debra Jones PCSO 7709 Michael Jones
Wheelton	1 st Tue - 3 RD	7.00 p.m. - Meeting Only	St. Josephs R.C. School, Bury Ln	PC 802 Chris Evans PCSO 7426 Andrew Crow

PS 2639 C. SHORROCK -

CLAYTON / WHITTLE

NEIGHBOURHOOD

AREA	DATE	TIME	VENUE	CBM/PCSO
Clayton Brook	1 st Wed - 4 TH	2.00 p.m. Surgery	Clayton Brook Primary School, Great Greens Lane.	PC 3601 Rob Connor PCSO 7309 Peter Doherty PCSO 7676 Peter Simmons
Clayton-le -Woods & Clayton Green	1 st Weds - 4 TH	7.00 p.m. - Meeting only	Spring Meadow Community Centre.	PC 1371 Travers Lawrence PCSO 7053 Amanda Hawron PCSO 7743 Sarah Louise Dawber PCSO 7804 Carina Appleton
Whittle- le-Woods	1 st Mon - 2 ND	7.00 p.m. - Meeting only	Whittle le Woods Village Hall, Union Street	PC 3164 James Colclough PCSO 7053 Amanda Hawron

Contacting the Police via TYPETALK

The Constabulary has become a subscriber to TYPETALK. The service improves communication with deaf people who have textphones by providing a central translating service from text to speech and vice versa.

Emergency Call Procedure

- a) Text phone user dials the TYPETALK 18000 freephone emergency number.
- b) Call answered by TYPETALK emergency operator who will verify callers details
- c) TYPETALK operator will request details of emergency service required and will dial 999 on behalf of the Textphone user. The call will also be connected to BTs operator assistance centre in Warrington.

Non-Emergency Procedure

The person rings the central TYPETALK service who in turn will make a call to the appropriate extension in the Constabulary. The person types in his or her message, which is turned into speech by the TYPETALK operator and the recipients reply is turned back in to text and transmitted to the caller.

The caller can communicate with any extension in the Constabulary and not just those connected to a textphone. The service operates 24 hours per day and is totally confidential. The operators are covered by the Official Secrets Acts 1911 and 1989 and the Telecommunications Act 1984.

In addition there is a process allowing the constabulary to contact TYPETALK in order to contact a person after a call. (For example, a post event trace following an emergency call).

In addition, if a caller uses a mobile and there is no speech, the call goes through to the Metropolitan Police Silent Mobile Call Handling Solution facility and the caller is dealt with in whatever manner is appropriate to their circumstances.

In the Communications Room, there is also a mini-com system (although I am led to believe that this is largely redundant since the introduction of the Typetalk service).

For people who call directly to a police station, there is a loop hearing system located at the enquiry desk. In addition, there are 4 people available within Southern Division who can provide some form of translation. If the matter is more involved and requires the services of translation for say, legal matters, access to a wide range of interpreters is available.

If you or anyone else who is deaf, would like to visit the Southern Division Communications Room, I will arrange for a tour with a translator in attendance. Please contact me by e-mail and I will make the necessary arrangements. I hope this helps, but if you have any further questions, please do not hesitate to contact me at the above address. Alternatively, if you use typetalk yourself, perhaps you could call me on 01772 415849. It would be interesting to see how the system works.

Adrian Beardmore, Training and Development Manager, Lancashire Constabulary, C Division. 01772 415849

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