

# Disability Liaison Group

**Monday, 21 November 2005**

Present:

Chorley Borough Councillors:

Councillor C Hoyle (Chair) and Councillors Mrs P Case, D Dickinson, D Gee, Miss J Molyneaux, R Parr and R Snape

Chorley Borough Council Officers:

Roger Handscombe (Head of Property Services), Alan Capstick (Engineering Services Manager), Asim Khan (Assistant Head of Customer Services), Cindy Lowthian (District Liaison Officer) and Ruth Hawes (Democratic Services Officer)

Disability Forum Representatives:

Terence Reynolds (Disability Forum Vice Chairman), Bill Coxhead (Disability Forum), Judy Daniels (Disability Forum), Albert Jeffrey (Deaf Forum), Rita Jeffrey (Deaf Forum), Maureen Kay (Deaf and Disability Forum), Maurice Waterhouse (Shopmobility) and Clive Yates (Disability Research)

Sign Language Interpreter:

Val Hall (Sign Language Interpreter)

Also in attendance:

P Malpas (Customer Overview and Scrutiny Panel)

## 1. APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Nancy Banks, Eileen Bee, Ivy Carroll, Alison Hansford, Harold Rimmer and Councillor S Walsh.

## 2. DECLARATIONS OF ANY INTERESTS

No interests were declared.

## 3. MINUTES

**RESOLVED – That the minutes of the meeting of the Disability Liaison Group held on 25 July be confirmed as a correct record.**

## 4. ONGOING ISSUES

The Group considered a schedule prepared by the Head of Property Services and discussed the following.

### **Pavements**

New issue. Roots were growing through the pavement at Seymour Street, Chorley. Officers undertook to look into this.

New issue. A-boards on Chapel Street were obstructing the pavement. The Group discussed the issue of A-boards and suggested that the issue be raised at the Town Centre Forum. The possibility of marking a clear way for pedestrians was considered. Judy Daniels would meet with Alan Capstick to discuss this further.

New issue. Recycling receptacles causing an obstruction. This had been raised with the Head of Environmental Services, but would be highlighted again. An officer from Environmental Services would be invited to attend a future meeting. The address to requested additional recycling receptacles was Civic Offices, Union Street, Chorley, PR7 1AL.

New issue. Damage to the kerb by lorries. Alan Capstick would meet with Maureen Kay to discuss this further.

New issue. Bushes overhanging pavement on Southport Road between Woodlands and the cemetery. Officers undertook to look into this.

### **Dropped Kerbs**

2. b. St Thomas's Road and Southport Road to cemetery. Officers explained that this work had been ordered, but that only 1 team was dealing with such requests from Lancashire County Council resulting in a backlog.

### **General Highway Issues**

4. a. Trees obscuring lighting on Park Road. The site of the problem was clarified as being half way between 2 gates and near the bus stop.

### **Parking**

New Issue. Cars parking on Coronation Recreational Ground, on the Ashfield Road side, before the tennis courts. Officers undertook to look into this.

### **Other Issues**

6.a. Lack of minicom at the railway station, more announcements and timetable information requested. The Group requested that an update be requested from the Manager of Chorley Railway station.

6. e. Seating outside the Market Tavern. This seat was now in place and the item would be deleted from the schedule.

6. f. Bus destination signage incorrect. This had been raised with the bus operators. It was noted that some buses had permanent signage and were primarily used for the same route. However, if other buses broke down the ones with permanent signage had to be used on other routes to continue the service.

**AGREED – That the issues be noted.**

## **5. DISCUSSION ITEM - ONE STOP SHOP**

The Group welcomed Asim Khan, Assistant Head of Customer Services. Asim explained that a strategy had been designed to improve the access and information for customers. Previously there had been 3 reception points at the Union Street offices. This had now been transformed into the One Stop Shop with one reception point and the staff were highly trained in customer services.

The One Stop Shop opened in May 2003 and comprised an automatic entrance to the building itself and a rise and fall counter. The colour scheme used contrasts for people with partial sight, the loop system for those with hearing difficulties and staff welcomed customers into the facility at busy times.

It was noted that there had been consultation with members of the Disability Liaison Group when the One Stop opened and during the recent Scrutiny Inquiry into the One Stop Shop. Recommendations arising from the Inquiry included making the doors into the One stop shop semi-automatic, redesigning the floor with footsteps to show the way to the Fast Track reception and then into the One Stop.

The reception point at the Town Hall was currently being designed as part of the refurbishment. This would have a rise and fall desk. In response to a query Asim confirmed that customers could contact the Council via variety of methods, including, telephone, text, via the Internet, fax and home visits.

The Group thanked Asim for his attendance and congratulated him and his staff for the facilities provided.

**AGREED –**

1. That the discussion be noted,
2. That the Group tour the One Stop Shop to view the facilities before the start of the following meeting,
3. That the member of staff within the One Stop Shop with Sign Language skills be invited to the tour.

## **6. DISCUSSION ITEM - DECRIMINALISATION OF PARKING ENFORCEMENT**

The Group welcomed Members of the Customer Overview and Scrutiny Panel. The Panel were undertaking a Scrutiny Inquiry into Decriminalisation of Parking Enforcement (DPE) and wished to receive feedback from the Disability Liaison Group.

The Group noted that drivers with Blue Badges had been identified as receiving Penalty Charge Notices, e.g. for not displaying their badge correctly. It was noted that drivers parked less selfishly i.e. within the lines of the space, since the implementation of DPE. The need to review Traffic Regulation Orders and the signage of these was highlighted.

Leaflets were distributed to the Group that would be placed on vehicles parked inconsiderately to highlight the problem of parking half on a pavement. A suggestion was made to improve the contrasting colours on the leaflet.

### **AGREED –**

1. That the discussion be noted,
2. That a summary of the recommendations of the Customer Overview and Scrutiny Panel Inquiry into Decriminalisation of Parking Enforcement be presented to a future meeting of the Group.

## **7. DATE OF NEXT MEETING**

20 February 2006.

Chair