

Chief Executive's Office

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Date: 11 November 2005

Chorley
Borough Council

Town Hall
Market Street
Chorley
Lancashire
PR7 1DP

Chief Executive:

Jeffrey W Davies MA LLM

Dear Councillor/Colleague,

A meeting of the Disability Liaison Group is to be held in the Committee Room, Town Hall, Chorley on Monday, 21st November, 2005 commencing at 5.45 pm. A buffet tea will be provided from 5.15pm.

I hope you will be able to attend.

AGENDA

1. **Apologies for absence**
2. **Declarations of Any Interests**

Members of the Liaison Group are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Council's Constitution and the Members Code of Conduct. If the personal interest is a prejudicial interest, then the individual Member should not participate in a discussion on the matter and must withdraw from the room and not seek to influence a decision on the matter.

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

To confirm as a correct record the minutes of the meeting of the Disability Liaison Group held on 25 July 2005 (enclosed)

4. **Ongoing Issues (Pages 5 - 8)**

A schedule prepared by the Head of Property Services is enclosed 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:

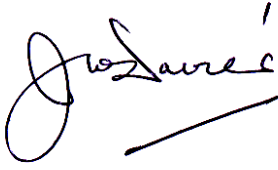
Pavements, Dropped Kerbs, Road Crossings, General Highway Issues, Parking and Other Issues.

5. **Discussion item - One Stop Shop**
6. **Discussion item - Decriminalisation of Parking Enforcement**

Continued....

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

Yours sincerely



Chief Executive

Distribution

Agenda and reports to all Members of the Disability Liaison Group (Councillor Hoyle (Chair), Councillors Mrs Case, D Dickinson, D Gee, Miss Molyneaux, Parr, R Snape and Mrs Walsh) for attendance.

Agenda and reports to Members of the Disability Forum.

Agenda and reports to Head of Property Services; Roger Handscombe, Engineering Services Manager; Alan Capstick, Head of Development and Regeneration; Jane Meek, Assistant Head of Customer Service; Asim Khan, Funding Officer; Sara Cooper, District Partnership Officer; Cindy Lowthian for attendance.

Agenda and reports to Members of the Customer Overview and Scrutiny Panel for attendance by invitation for item 7.

Agenda and reports to Sergeant J Atherton, Chorley Police.

Agenda to all remaining Chief Officers and Executive Leader (Councillor J Wilson) for information.

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:

DISABILITY LIAISON GROUP**25 July 2005**Present:Chorley Borough Council representatives:

Councillor Catherine Hoyle (Chair)
 Councillor David Dickinson
 Councillor Daniel Gee
 Councillor June Molyneaux
 Councillor Ralph Snape
 Keith Allen - Head of Public Space Services
 Roger Handscombe - Head of Property Services
 Neil Houlihan - Maintenance Surveyor
 Tony Uren - Democratic Services Officer

Disability Forum representatives:

Eileen Bee - Disability Forum Co-ordinator
 Harold Rimmer - Disability Forum (Chair)
 Terence Reynolds - Disability Forum (Vice-Chair)
 Ivy Carroll
 William E Coxhead
 Judith Daniels
 Alison Hansford
 Albert Jeffrey
 Rita Jeffrey
 Maureen Kay
 Clive M Yates - Disability Forum Researcher

Lancashire County Council representative:

Cindy Lowthian - District Liaison Officer

SBS Architects representative:

Andy Leaver

Sign Language Interpreter:

Val Hall

1. WELCOME BY CHAIR

Councillor Hoyle welcomed everyone present to the Disability Liaison Group meeting and introduced Councillor June Molyneaux, Ivy Carroll and Alison Hansford, who were attending their first meeting of the Liaison Group.

2. APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillor Mrs P Case, Councillor Mrs S Walsh, Nancy Banks, Maurice Waterhouse, Devi Nicholson, E Tattersall, Robert Winder and Alan Capstick (Engineering Services Manager)

3. MINUTES OF LAST MEETING - CONFIRMATION

The minutes of the last meeting of the Disability Liaison Group held on 18 April 2005 were confirmed as a correct record, subject to the inclusion of Clive M Yates' apology for absence.

4. TOWN HALL/LANCASTRIAN ALTERATIONS - UPDATE

The Chair welcomed Andy Leaver from SBS Architects who had been invited to attend the meeting to update the Group on the adaptation works to the Town Hall and the Lancastrian Room.

Mr Leaver intimated that the work was progressing satisfactorily, with 50% of the project work having already been completed. The following elements of the work had been undertaken:

- The entrance through to the reception area had been provided.
- The main foundations for the internal structure were in place.
- The atrium and floors had been constructed.
- The steelwork for the lift shafts and staircases had been put into place.
- The internal timber floor had been laid and the timber roof constructed.
- The steel and atrium roof light had been constructed and the roof light glazing completed.
- Internal corridors were either being widened or re-constructed.

Whilst referring to the glazed doors to be fitted to the front entrance, Mr Leaver sought the Liaison Group's preference for either an automatic opening device or a push-button opening device for the doors. In response, the Group's unanimous view was that the doors should open automatically to allow entrance and exit. The Group also considered that brightly coloured lettering on the glass doors would assist visually impaired people.

Mr Leaver confirmed that a continuous rail from the lift to the stairs would be provided. The Group suggested that only white edgings to the stairs (as opposed to yellow edgings) be utilised, as the yellow edging would not be sufficiently distinctive on light oak stairs. It was agreed that Judith Daniels would be invited to test the effectiveness of the stair markings before the scheme was finalised. Similarly, a brighter range of coloured tiles would be used in the WC areas to create a greater contrast.

Mr Leaver also confirmed that the furnishings in the new reception area would accord with the Council's corporate style and that a hardwood floor was to be laid. Eileen Bee asked that consideration be afforded to the acoustics in the reception area. The Group agreed that it would be beneficial for the Disability Form members to be allowed an opportunity to inspect the reception area in advance of its official opening to ensure that the needs of disabled persons had been fully taken into account.

The Liaison Group was also informed that the scheme included provision for the Lancastrian Room to be re-carpeted, re-decorated and partly re-furnished. The Architects and Officers were asked to examine the texture of the new carpet to ensure that it was compatible for wheelchair usage.

At the conclusion of his presentation, the Chair thanked Mr Leaver for his attendance, stating that the Liaison Group was happy to be assured that the scheme was progressing satisfactorily.

5. ACCESS TO CHORLEY BOROUGH COUNCIL'S SERVICES - DISABLED PEOPLE

Mr Handscombe reminded the Liaison Group that, while the Disability Discrimination Act had stipulated new criteria to facilitate all persons access to buildings, the Act had not addressed the actual delivery of services. Subsequently, as a result of discussions between the Council's senior Officers, it had been decided to seek the views of the Liaison Group on how they thought the Borough Council's services might be improved to better meet the needs of disabled people. A discussion item would, therefore, be included on subsequent meetings' agendas.

In response, Mrs Carroll intimated that the emergency contact telephone number for the Borough Council was not always available. Mr Handscombe undertook to ensure that the emergency number was reinstated.

In addition, a member reported that a manhole cover on Railway Road, Brinscall was missing and the danger spot was unprotected. Reference was also made to the difficulties being experienced by some disabled people in moving their recycling receptacles to the appropriate collection points.

Mr Handscombe reminded the Group of the recent introduction of the Council's One Stop Shop within the Union Street offices, the primary purpose of which was to provide assistance and information on a range of Council services at one point of contact. It was envisaged that over 90% of enquiries would be able to be dealt with at the One Stop Shop by trained, skilled staff. Mr Handscombe also confirmed that the One Stop Shop would incorporate a mini-com system and text phone facilities.

Eileen Bee drew the Group's attention to the provisions of the Disability Discrimination Act which were due to become effective in 2006, which could have a major impact on the delivery of the Council's services.

A number of members were also concerned at the fact that a number of town centre shops and businesses did not appear to have complied with the access provisions of the Disability Discrimination Act.

It was **AGREED:**

(1) That Asim Khan (Assistant Head of Customer Services) be requested to attend the next meeting of the Disability Liaison Group to advise the Group on the facilities available within the One Stop Shop and to answer members' queries.

(2) That the Officers be requested to ensure that details of the facilities available for disabled persons in the One Stop Shop, together with relevant contact numbers, are included in the next edition of the Council's Borough Newspaper.

(3) That an item be included on the agenda for the next Liaison Group meeting to consider the implications of the 2005 proposals of the Disability Discrimination Act on the planning and delivery of the Council's services.

(4) That the Liaison Group's concern at the non-compliance of many town centre shops and businesses with the requirements of the Disability Discrimination Act be raised at the next meeting of the Town Centre Forum, whose members be requested to consider means by which the businesses might be persuaded to comply; and that the outcome of the Forum's deliberations be reported back to this Liaison Group.

6. ON-GOING ISSUES

Mr Allen advised the Group that Alan Capstick (Engineering Services Manager) had been unable to attend the meeting but assured the Group that the outstanding queries on the schedule of on-going issues would be answered at the next meeting. In the interim, an

updated schedule would be issued by Mr Handscombe to the Group members in advance of the next meeting.

7. COMMUNICATION

Mr Handscombe stated that the Officers were endeavouring to compile a database of the Liaison Group members' e-mail addresses, which would enable future agenda papers to be delivered electronically to those members willing to receive them by that method. Paper copies of the agenda would, of course, still be issued to the remaining members. The Liaison Group members were, therefore, requested to insert their e-mail address, where appropriate, on the attendance list circulated at the meeting.

Eileen Bee indicated that no objection would be raised to the Council despatching agenda papers or other correspondence direct to the Disability Forum members.

8. DISABILITY AWARENESS DAY

The Chair thanked everyone who had attended the Disability Awareness Day event on the Flat Iron car park on 3 July 2005 for their support. The event, sponsored by the County Council, Borough Council and the Primary Care Trust, had proved to be a success and the sponsors would shortly be considering arrangements and proposals for the 2006 event. The Council's Officers were also thanked by Eileen Bee for their assistance.

9. DATE OF NEXT MEETING

It was hoped to combine the next meeting of the Liaison Group with a tour around the completed works at the Town Hall and Lancastrian Room in late October/early November, 2005.

The Chair confirmed that the date of the next meeting would be notified to members with the despatch of the minutes of this meeting.

Disability Liaison Group
Summary of Issues to be considered at Meeting on 21 November 2005

- | | |
|----------------------------------|------------------------|
| 1. Pavements | page 2 |
| 2. Dropped Kerbs | page 2 |
| 3. Road Crossings | Pages 2 |
| 4. General Highway Issues | Page 3 |
| 5. Parking | Page 3 |
| 6. Other Issues | Pages 3 & 4 |

Responsible Officers

RH Roger Handscombe	Head of Property Services
AC Alan Capstick	Engineering Services Manager
CL Cindy Lowthian	District Partnership Officer

	Reported	Issue	Comment	Action Taken	Officer	Completed
1		Pavements				
a	02/02	Poor access to pavement from Halfords & Netto	Agreement reached with private owner for CBC to carry out work.	Works ordered	AC	
2		Dropped Kerbs				
a	10/02	Crossings on Great Greens Road, Clayton Green are either blocked by parked cars or unsafe due to limited sight lines.	New traffic scheme proposed - crossing to be re-located	Scheme completed	AC	11/05
b	02/04	Request for dropped kerbs on St Thomas's Rd & Southport Road to cemetery		Order issued	AC	
c	07/05	Request for dropped kerb on Bolton St, opposite QS Fashions, outside Liveseys Funeral parlour.	To be inspected		AC	
3		Road Crossings				
a	07/03	Moor Rd/Tootell St Junction – request for pedestrian phase in lights		Completed	AC	11.05
b	10/03	A crossing is still needed on the by pass in the vicinity of McDonalds	Decision rests with LCC	Application submitted to LCC but assessed as low priority	AC	
c	01/05	Devonshire Road still difficult to cross despite traffic calming measures. Is there any chance of a crossing near the St Thomas's Road junction?		Review completed. Traffic flows and speed are low when compared to other roads in the Borough e.g. St Thomas's Road. No action proposed	AC	11.05

	Reported	Issue	Comment	Action Taken	Officer	Completed
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4		General Highway Issues				
a	01/05	Trees obscuring lighting on Park Road		Situation investigated but no specific faults or defects found.	AC	11.05
5		Parking				
6		Other Issues				
a	03/00	Lack of minicom at the railway station. Announcements of train destinations for blind people & more time information requested.		Simon Clarke of Northern Rail undertook to follow up these issues and report back, as yet without result	RH	
b	08/04	Chorley Interchange	Improved signage requested	Meeting held with Andy Whitlam and Andy Ray (LCC – public transport policy on 23.02.05 . Issues passed on to them. Some changes made , but not possible to make all the changes requested	CL	
c	08/04	Chorley Library- provision of accessible toilet		Not been possible to make changes to date as funding not available – as per County Library and Information Service Manager.	CL	

Agenda Page 7
Agenda Item 4

	Reported	Issue	Comment	Action Taken	Officer	Completed
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d	09/99	Disability Discrimination Act	Main Council buildings	Clayton Green Leisure Centre is to be refurbished over the next few months to include DDA work	RH	
			Town Hall & Lancastrian	Some work is now being undertaken to Brinscall Baths but neither this building nor Astley Hall will fully comply and management arrangements are in place to ensure maximum accessibility within their physical constraints. Completion now expected immediately prior to Christmas	RH	
e	08/04	Seating outside Market Tavern		Seat installed near taxi rank	AC	11.05
f	07/05	There is a problem with buses displaying a destination/route on the side but actually going somewhere else.	Refer to Stagecoach & other operators	The problem has been raised with Tony Cross the Interchange Manager who is to take it up with the independent operators and with Chris Anton, the Assistant Operations Manager with Stagecoach.	RH	11.05