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## Chief Executive's Office

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Date: 22 March 2006

**Chorley**  
Borough Council

**Chief Executive:**  
Donna Hall

Dear Councillor/Colleague,

### **Disability Liaison Group - Monday, 3rd April 2006**

You are invited to attend a meeting of the Disability Liaison Group to be held in the Committee Room, Town Hall, Chorley on Monday, 3rd April 2006 commencing at 5.45 pm. A buffet tea will be provided from 5.15pm.

As agreed at the last meeting there will be a brief tour of the Town Hall prior to the meeting.

I hope you will be able to attend.

#### **AGENDA**

1. **Welcome by the Chair**
2. **Apologies for absence**
3. **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 Council Chamber and not seek to 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 21st November 2005 (enclosed).

5. **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.

Continued....

6. **Disabled Parking Bays**

To discuss how to apply for a Disabled Parking Bay and their use.

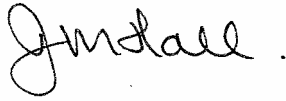
7. **Concessionary Bus travel from April 2006**

To discuss how to apply for concessionary bus travel and any restrictions.

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

9. **Date of Next Meeting**

Yours sincerely



Chief Executive

**Distribution**

1. Agenda and reports to all Members of the Disability Liaison Group C Hoyle (Chair) and Councillors Mrs P Case, D Dickinson, D Gee, Miss J Molyneaux, R Parr, R Snape and Mrs S Walsh for attendance.
2. Agenda and reports to Members of the Disability Forum.
3. Agenda and reports to Roger Handscombe (Head of Property Services), Keith Allen (Head of Public Space Services), Wendy Gudger (Development Control Manager), Alan Capstick (Engineering Services Manager), Asim Khan (Assistant Head of Customer Services), Cindy Lowthian (District Liaison Officer), Sara Cooper (Funding Officer) and Ruth Hawes (Democratic Services Officer) for attendance.
4. Agenda and reports to Sergeant J Atherton, 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:

## 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

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**Disability Liaison Group  
Summary of Issues to be considered at Meeting on 3 April 2006**

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

**Responsible Officers**

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

Reported	Issue	Comment	Action Taken	Officer	Completed
<b>1</b>	<b>Pavements</b>				
a	Poor access to pavement from Halfords & Netto	Agreement reached with private owner for CBC to carry out work.	Completed	AC	03/06
b	Tree roots obstructing pavement in Seymour St, Chorley		Work completed	AC	03/06
c	Overhanging bushes on Southport Road, cemetery to Woodlands.	To be inspected		AC	
d	Recycling bins and bags causing obstruction		Issue raised with Head of Environmental Services who will attend the June meeting.	RH	
<b>2</b>	<b>Dropped Kerbs</b>				
a	Request for dropped kerbs on St Thomas's Rd & Southport Road to cemetery		Completed	AC	03/06
b	Request for dropped kerb on Bolton St, opposite QS Fashions, outside Liveseys Funeral parlour.	To be ordered April 06		AC	
<b>3</b>	<b>Road Crossings</b>				
a	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 with no real prospect of implementation in the near future	AC	04/06
<b>4</b>	<b>General Highway Issues</b>				
a	Trees obscuring lighting on Park Road		Site inspected & work ordered to trim tree.	AC	



Reported	Issue	Comment	Action Taken	Officer	Completed
<b>5</b>	<b>Parking</b>				
<b>a</b>	Cars parking on Coronation Rec		Only liveried CBC vehicles allowed in rec.	AC	03/06
<b>6</b>	<b>Other Issues</b>				
<b>a</b>	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 when funding permits	RH	
<b>b</b>	Chorley Interchange	Improved signage requested	Some changes made , but not possible to make all the changes requested	CL	11/05
<b>c</b>	Chorley Library- provision of accessible toilet		Will be dealt with when funding permits	CL	11.05
<b>d</b>	Disability Discrimination Act	Main Council buildings	Clayton Green Leisure Centre is to be refurbished over the next few months to include DDA work  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.	RH	

	Reported	Issue	Comment	Action Taken	Officer	Completed
e	11/05	A boards causing obstruction in pedestrian precinct	Town Hall & Lancasterian	Completed early March	RH	03/06
					AC	