

Disability Liaison Group

Agenda and Reports

For consideration on

**Wednesday, 15th November
2006**

In the Committee Room, Town Hall, Chorley



Chief Executive's Office

Please ask for: Ruth Hawes
Direct Dial: (01257) 515118
E-mail address: ruth.hawes@chorley.gov.uk
Date: 2 November 2006

Chief Executive: Donna Hall

Chorley
Council

Town Hall
Market Street
Chorley
Lancashire
PR7 1DP

Dear Councillor

DISABILITY LIAISON GROUP - WEDNESDAY, 15TH NOVEMBER 2006

You are invited to attend a meeting of the Disability Liaison Group to be held in the Committee Room, Town Hall, Chorley on Wednesday, 15th November 2006 commencing at 5.30 pm.

****Please note the early start time****

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 room 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 14 June 2006 (enclosed)

Continued....

5. **Discussion regarding the Equality and Diversity Scheme**

To consider the role of the Disability Liaison Group in relation to taking forward work on the Equality and Diversity Scheme and related Action Plans.

6. **Update on Disability Awareness Day 2007**

The Planning Group will update the Group on the plans for the Disability Awareness Day.

7. **Benefit Take up Strategy (Pages 5 - 6)**

Officers from Housing and Council Tax will lead a discussion regarding the Take up Strategy for Benefits (briefing note enclosed)

8. **Update on the Astley Park project**

The Astley Park Project Officer, from Development and Regeneration, will present an update to the Group.

9. **Update on Chorley Registry Office**

The District Partnership Officer for Chorley will update the Group on Chorley Registry Office.

10. **Ongoing Issues (Pages 7 - 12)**

A schedule 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.

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

12. **Date of Next Meeting**

Yours sincerely

J. M. Hall

Chief Executive

Distribution

1. Agenda and reports to all Members of the Disability Liaison Group David Dickinson (Chair) and Councillors Daniel Gee, Mrs Marie Gray, Catherine Hoyle, Miss June Molyneaux, Rosemary Russell, Mrs Iris Smith, Ralph Snape and Mrs Stella Walsh for attendance.
2. Agenda and reports to Members of the Disability Forum.
3. Agenda and reports to Roger Handscombe (Director of Property Services), Jamie Carson (Director of Leisure and Cultural Services), Alan Capstick (Engineering Services, LCC), Sarah Dobson (Policy and Performance), Cindy Lowthian (District Partnership Officer), Suzanne Cox (Astley Park Project Officer), Margaret Stansfield (Compliance Manager, Revenues and Benefits) and Ruth Hawes (Democratic Services Officer) for attendance.
3. 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

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Disability Liaison Group**Wednesday, 14 June 2006**Present:Chorley Borough Councillors:

Councillor David Dickinson (Chair) and Councillors Daniel Gee, Mrs Marie Gray, Catherine Hoyle, Miss June Molyneaux and Mrs Iris Smith

Chorley Borough Council Officers:

Roger Handscombe (Director of Property Services), Jamie Carson (Director of Leisure and Cultural Services), Elaine Knott (Technical Support Manager), Cindy Lowthian (District Liaison Officer), Duncan Nicholson (Senior Waste Management Officer) and Ruth Hawes (Democratic Services Officer)

Disability Forum Representatives:

Eileen Bee (Disability Forum Co-Ordinator), Terence Reynolds (Disability Forum Vice-Chairman), Bill Coxhead (Disability Forum), Daniels (Disability Forum), Albert Jeffrey (Deaf Forum), Rita Jeffrey (Deaf Forum), Maureen Kay (Deaf and Disability Forum), Devi Nicholson and Clive Yates (Disability Research)

Sign Language Interpreter:

Carol Kyle (Interpreter)

06.DLG.12 WELCOME BY THE CHAIR

Councillor Dickinson welcomed everyone to the meeting. On behalf of the Group Councillor Dickinson thanked the previous Chair, Councillor Hoyle, for all of her work.

Members of the Group had attended a tour of the One Stop Shop prior to the meeting. The tour had been useful to see the facilities provided for customers with disabilities.

06.DLG.13 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors R Russell, R Snape, Ivy Carroll, Susan Richmond, John Lechmere and Alan Capstick.

06.DLG.14 DECLARATIONS OF ANY INTERESTS

No interests were declared.

06.DLG.15 MINUTES

The minutes of the meeting of the Disability Liaison Group held on 3 April 2006 were confirmed as a correct record.

Jamie Carson, Head of Leisure and Cultural Services, reported that he had received a letter from the Disability Forum relating to Disability Awareness Day. A response had been sent to the Forum explaining that the Day would be going ahead in 2007 and that a meeting to determine the way forward would be held in the next few weeks. Jamie would contact all of the community groups to invite them.

06.DLG.16 DISCUSSION REGARDING WASTE COLLECTION AND RECYCLING CONTAINERS

The Chair welcomed Duncan Nicholson, Senior Waste Management Officer, to the meeting. Duncan gave some background information about the alternate weekly collection scheme.

Members of the Group raised the issue of litter due to recycling and rubbish falling out of the collection vehicle, waste items and the sacks themselves being blown away. Duncan advised that measures were being taken to mitigate this, including plastic weighted woven sacks that wouldn't blow away. The design of the collection vehicles meant that the compaction action when the rubbish was being loaded rubbish could fall out.

In response to a query it was clarified that if a fridge were dumped steps would be taken to find the owner. Any charge to remove it would be the responsibility of the owner.

The Group considered the issue of emptied recycling receptacles being left on the pavement and causing obstructions. The way forward would be to have a senior member of staff on each crew to ensure that emptied receptacles did not cause an obstruction.

It was noted that there were developments in the pipeline relating to home composting, including additional support, information and publicity. The Group supported this.

The Group discussed bins that were over full and, therefore, not emptied. In these cases there was a need to call out the Neighbourhood Wardens to get the bins emptied and cleared away.

The Group thanked Duncan for his attendance.

06.DLG.17 **ONGOING ISSUES**

Pavements

Overhanging bushes on Southport Road. This item had been completed and would be deleted from the schedule.

Dropped Kerbs

New Issue. A dropped kerb was needed between the Police Station and the Town Hall, on the corner by the Town Hall staff car park.

General Highways Issues

It was noted that the telephone number to report any defects on the highway was 0845 0530011.

New Issue. On Harpers Lane there are some potholes requiring attention, on the left as you drove up the hill.

Trees obscuring lighting on Park Road. Alan and Judy had inspected the trees in question, but further cutting back was required.

Parking

Other Issues

Toilets within Chorley Library. Cindy reported that the views of the Group had been passed on to the County Librarian. At the present time no funding was available for the provision of toilets. It was AGREED that a letter be sent from the Chair, on behalf of the Group, to stress the views of the Group on this issue.

Obstruction caused by A-Boards. Elaine reported that this issue would be considered further after the transfer of the highways department to Lancashire County Council. There had been discussions on this issue at Town Centre Forum. It was

AGREED that Judy be invited to attend the next Town Centre Forum to highlight the problems.

Concessionary bus travel. It was clarified that within the Borough there would be free bus travel for people over 60 and disabled people. Where trips went through another Borough half fare would be charged. It was queried what the arrangements would be after 2007. This would be reported to the next meeting.

Facilities at Chorley Railway Station. The manager at Chorley Railway Station would be contacted for an update.

Problems with the lighting at Chorley Interchange. It was noted that the lighting was an anti-drugs initiative.

Fosterfields. It was noted that, without introducing himself, an officer had come in to count the number of people using the facility. This would be investigated. It was agreed that officers should introduce themselves and explain their activities.

06.DLG.18 ANY OTHER ITEM(S) THAT THE CHAIR DECIDES IS/ARE URGENT

The Group discussed the lack of disabled access at Chorley Registry Office. It was understood that there were proposals to build a new registry office. An update on this would be presented to the next meeting.

It was noted that there would be a presentation on the Astley Park project at the next meeting.

The Group discussed the need for a new Lead officer from the Borough Council. Officers from the Policy and Performance Directorate would be invited to the next meeting of the Group.

06.DLG.19 DATE OF NEXT MEETING

15 November 2006.

Chair

Disability Liaison Group

Benefit Take –up Strategy

The Benefit Section based in the Civic Offices, currently administer Housing and Council Tax Benefits to over 7,000 households.

The aim of the take-up strategy is to ensure that all citizens of the Chorley area are able to access and claim the benefits they are entitled to. Maximising benefit entitlement will contribute to the financial wellbeing of individuals and the community.

Components of the Strategy

We have identified the following components to define our approach to improving benefit take-up.

- Removing barriers to claiming
- Promoting awareness of benefits
- Involving Others
- Ongoing Review

Action Taken

The following action has already been taken to improve take-up

- Identify those applications that have failed because the customer has not provided the information requested. Customers are contacted and encouraged to claim again.
- Where evidence to support the claim is not forthcoming, action is taken to contact the customer or their representative by telephone and make the offer to collect the information from them.
- Visit customers to help them complete claim forms.
- Use information provided by the Pension Service to identify the pensioners who may be entitled to Housing Benefit or Council Tax Benefit.

- Information leaflets and posters in the 3 major Asian languages (Gujerati, Hindi and Arabic)
- Information and adverts in Chorley Borough News
- Promotional material to child care providers, GP surgeries and religious groups
- Visits to the local Mosque
- Ready reckoners provided to LCC Education department to advise anyone about childcare provision about possible entitlement to Housing and Council Tax Benefit.
- Publicity material (bookmarks) sent to local Libraries.
- Attendance of the Chorley and South Ribble Housing Benefit Liaison Group. Other delegates include local Housing Associations, the Pension Service, Job Centre Plus, Welfare Rights and Citizens Advice Bureau
- Representation at local resident forums.

Consultation

Through consultation we hope to

- Obtain a better understanding of what discourages the take-up of benefit entitlement
- Raise awareness of the Housing and Council Tax Benefit
- Identify areas for joint working

Margaret Stansfield – Compliance Manager (01257 515424)

Jonny Riemer – Quality and Control Team Leader (01257 515774)

**Disability Liaison Group
Summary of Issues to be considered at Meeting on 15 November 2006**

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

Responsible Officers

RH Roger Handscombe	Director 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	11/05 Recycling bins and bags causing obstruction		Issue raised with Environmental Services who attended the June meeting. Aerosol cans can be recycled in our Plastic and Cans collection service (use your Green Woven sack)	RH	06/06
2	Dropped Kerbs				
a	07/05 Request for dropped kerb on Bolton St, opposite QS Fashions, outside Liveseys Funeral parlour.		Works ordered	AC	
b	06/06 Request for dropped kerb between the town hall and police station			AC	
3	Road Crossings				
4	General Highway Issues				
a	06/06 Potholes reported on Harpers Lane			AC	
b	01/05 Trees obscuring lighting on Park Road		Tree trimmed 05/06 but more needed?	AC	

Reported	Issue	Comment	Action Taken	Officer	Completed
5	Parking				
6	Other Issues				
a	Lack of minicom at the railway station. Announcements for blind people & destinations for blind people & more time information requested.		Response from Simon Clarke of Northern Rail: The situation at Chorley remains the same in that staff will normally only announce late trains. We are working towards getting the new Customer Information Screens back into use but there is apparently an IT problem with lost IP addresses which means that the main computer in Bridgewater House in Manchester cannot 'talk' to the system installed at Chorley.	RH	06/06
			I have spoken to our Properties Section and currently there is no budget available to increase the toilet facilities at the station. The existing toilet within the concourse on the Preston bound platform is designated RADAR key only but staff have been briefed to be		

Reported	Issue	Comment	Action Taken	Officer	Completed
b	Disability Discrimination Act	Main Council buildings	<p>sensitive to the needs of our customers and to take each request to use the toilet on merit.</p> <p>It is a little difficult as there have been instances where the toilet has been misused and the staff are correspondingly wary of allowing all comers to use the facility. There are public toilet facilities within the Bus Interchange across the road and also all our trains have toilets on board.</p> <p>Clayton Green Leisure Centre is to be refurbished over the summer months to include DDA work</p>	RH	
c	Unknown person visiting a Fosterfields meeting	To be investigated			
d	What arrangements are to be put in place for concessionary bus travel next year.	To be checked	Response from Financial Services: As yet we are still operating the terms as set from April. We have not been notified of any changes to the introductory		06/06

Reported	Issue	Comment	Action Taken	Officer	Completed
e	Problems with lighting in the toilets at Chorley Interchange	Lighting designed as an anti drugs initiative	<p>period that was put in place. As such the scheme will continue until we are notified of any changes. The decisions relating to Concessionary Travel are made by Government.</p> <p>Enquiries made as to alternatives but no real solutions for every circumstance</p>	RH	06/06

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