

# Town Centre Accessibility

Equality Forum Task and Finish Group  
April 2010



## Introduction

This report provides the findings from the Town Centre Accessibility Review. This was undertaken during the winter / spring of 2009/10 by a group of partners. The review has identified a number of actions, which together will enable us to make Chorley Town Centre a more accessible place to visit for everyone.

## Process for the Review

The Equality Forum set up a task and finish group to undertake a review of town centre accessibility. The task and finish group included;

- Chorley Council, representation from;
  - Planning, Urban Design and Policy
  - Policy, Equalities
  - Streetscene
  - Town Centre Management
- Lancashire County Council, Highways
- Lancashire County Council, District Partnership Office
- Chorley and South Ribble Disability Forum

The task and finish group undertook a number of town centre walkabouts, to identify potential accessibility issues for people with both visual and physical disabilities. The group then worked together to identify solutions for these issues. This was drawn together into an action plan, which identified the issues, the solutions, the lead officers and organisations and a timescale for implementation of the solutions.

The action plan will be implemented from 1<sup>st</sup> May 2010, and will be measured by Chorley Council's Performance, Partnerships and Equalities Manager on behalf of the Equality Forum. The actions within it range from six weeks to more long term actions, dependant on other developments within the town centre. As a guide, where a specific date is not indicated, the following guideline applies; Short term - up to 6 months, Medium term - 6 months to one year, Long term - one year plus.

To conclude, a note of thanks to all those involved in this review for both their time and commitment to making Chorley Town Centre a more accessible place to visit for all.

Issue		Location	Solution	Lead Officer and Support Officers	Timescale
1	No pedestrian crossing at a busy set of traffic lights, and the pedestrian island is narrow	Union Street/Park Road junction (a) + (b)	<p>A bid will be submitted to the Pedestrian Priority Programme for 2011/12 which will propose the addition of green/red man crossing</p> <p>Review of the junction to assess different traffic scheme solutions and to consider possible match funding from any funding that may be received from Lancashire County Council for improvements.</p>	<p><b>Alan Capstick, Lancashire County Council</b></p> <p>Peter McAnespie, Chorley Council</p>	Long term
2	<p>Drop Kerbs</p> <ul style="list-style-type: none"> <li>• 'drop kerbs' are too high</li> <li>• drop kerb needs attention</li> <li>• drop kerbs not lined up</li> </ul>	<p>Union Street</p> <ul style="list-style-type: none"> <li>• Junction with Fellery Street (a)</li> <li>• Entrance to Flat Iron Car Park (b)</li> <li>• New Market Street/High Street opposite the roundabout outside the betting shop (c)</li> </ul> <p>At the entrance to Mealhouse Lane/White Horse side (d)</p> <p>Top of Union Street by traffic lights/opposite the church (e)</p>	<p>Maintenance work to be carried out to lower the kerb.</p> <p>Maintenance work to be carried out to repair the kerb</p>	<p><b>Alan Capstick, Lancashire County Council</b></p> <p><b>Alan Capstick, Lancashire County Council</b></p>	<p>6-8 weeks</p> <p>Autumn 2010</p>

Issue		Location	Solution	Lead Officer and Support Officers	Timescale
3	<p>Road Signs and Bollards</p> <ul style="list-style-type: none"> <li>• Sign post narrowing the pavements</li> <li>• Sign post sited badly</li> <li>• Unnecessary road signs and bollards</li> <li>• Large amount of unnecessary bollards</li> <li>• Number of bollards do not have reflective strips</li> </ul>	<p>St Thomas's Road next to Town Hall (a)</p> <p>Clifford Street/Church Street by traffic lights (b)</p> <p>Signs - Town Centre (ie Chapel Street/Church street – no entry sign) (c)</p> <p>Bollards - Town Centre (ie corner Chapel Street/New Market Street) (d)</p> <p>Town Centre (e)</p>	<p>Re-design the sign to remove the obstructive pole</p> <p>Relocate sign closer to road.</p> <p>Carry out town centre signage audit with view to removing redundant signage and bollards.</p> <p>Review all bollards in the town centre and remove any that are deemed unnecessary</p> <p>Conduct maintenance work to ensure that all bollards in the town centre have contrasting/reflective colours around the bollard</p>	<p><b>Alan Capstick, Lancashire County Council</b></p> <p><b>Mal Gallagher, Peter McAnespie, Chorley Council (audit &amp; review)</b></p> <p><b>Alan Capstick, Lancashire County Council</b></p>	<p>Summer 2010</p> <p>Autumn 2010</p> <p>Long Term</p>
4	<p>Tree roots pushing up the pavement making it narrow and uneven</p>	<p>Union Street, trees lining the Flat Iron car park (a)</p>	<p>Improvement scheme is currently being drawn up for Flat Iron which will solve this issue. Explore any possibility of 'interim' measures to tackle this issue.</p> <p>The tree roots causing an uneven footway will be removed as part of the works to resurface Union Street</p>	<p>Peter McAnespie Mal Gallagher, Chorley Council</p> <p><b>Alan Capstick, Lancashire County Council /</b></p>	<p>Summer 2010</p> <p>Long Term</p>

Issue		Location	Solution	Lead Officer and Support Officers	Timescale
5	<p>Pavements</p> <p>Orange brick paving is slippery especially when wet in some locations</p> <p>Inconsistent paving at crossings</p>	<p>Various locations, eg crossings at:</p> <ul style="list-style-type: none"> <li>• Union Street (a)</li> <li>• Clifford Street (b)</li> <li>• Flat Iron carpark/Flat Iron Parade</li> </ul> <p>Town Centre</p>	<p>Explore improvement measures</p> <p>Explore improvement measures</p>	<p><b>Alan Capstick,</b> <b>Lancashire County Council</b> / Peter McAnespie Mal Gallagher, Chorley Council</p>	<p>Timescales vary - Union St is summer 2010</p>
6	<p>Planters narrowing the pedestrian walkway</p> <p>Planters on shop boundaries</p> <p>Planters generally narrowing the pedestrian walkway</p>	<p>Outside Booths supermarket next to Flat Iron car park (a)</p> <p>New Market Street</p> <p>Town Centre</p>	<p>Move planters closer to the flat iron car park</p> <p>To write to shops asking them to re-site their planters back to the middle of the walkway, as a planter in the middle of a walkway is a clear case of obstruction</p> <p>Review location of all planters to make sure they are located appropriately and do not obstruct the pavements</p>	<p><b>Martin Walls,</b> <b>Chorley Council</b></p> <p><b>Conrad Heald,</b> <b>Chorley Council</b></p> <p><b>Martin Walls,</b> <b>Chorley Council</b></p>	<p>Early May 2010</p> <p>Early May 2010</p>

Issue		Location	Solution	Lead Officer and Support Officers	Timescale
7	'A' boards and shop/market stall merchandise narrowing walkways/causing obstruction	Town Centre (a)	<p>Work in partnership to produce a clear enforcement policy</p> <p>Approach shops and market stalls and inform the manager/owner of Council's preferred policy</p>	<p><b>Conrad Heald,</b> Martin Walls, Peter McAnespie. Chorley Council/ Alan Capstick, Lancashire County Council</p> <p><b>Conrad Heald,</b> <b>Chorley Council</b></p>	<p>Summer 2010</p> <p>Autumn 2010</p>
8	Pavement Cafes and shop displays obstructing pedestrian movements	Town Centre (a)	<p>Explore what can be controlled by licensing and planning permission. In the meantime, approach public houses, café's and shops extending their businesses outside the premises and inform the manager/owner of Council's concerns.</p> <p>Work in partnership to produce a clear enforcement policy</p>	<p><b>Conrad Heald/Peter McAnespie/Martin Walls,</b> Chorley Council</p> <p><b>Martin Walls,</b> <b>Chorley Council</b></p>	<p>Summer 2010</p> <p>Summer 2010</p>
9	Tactile paving remains where crossing points no longer exist causing confusion	Flat Iron Parade next to WC (b)	Correct in accordance with the current layout of car park	<b>Mal Gallagher,</b> <b>Chorley Council</b>	Summer 2010
10	Uneven pavements	Eg. Market Street outside the Royal Bank of Scotland opposite entrance to Chapel Street (a)	To be monitored as part of regular safety inspections by Capita	<b>Alan Capstick,</b> <b>Lancashire County Council</b>	Ongoing

Issue		Location	Solution	Lead Officer and Support Officers	Timescale
11	<p>Covered Market</p> <p>Children's coin operated ride preventing a clear path in to the entrance of the Market</p> <p>Market stalls operating outside their stalls</p>	<p>by the Café</p> <p>Covered Market</p>	<p>Owner to be approached and asked to re-site the ride</p> <p>Stall holders to be approached if they are displaying goods outside the demarcation line</p>	<p><b>Conrad Heald, Chorley Council</b></p>	<p>May 2010</p> <p>Ongoing</p>
12	<p>Memorial Statues</p> <p>Police Memorial has a raised lip which is a trip hazard for visually impaired people</p> <p>Access to the Chorley Pals memorial is via the Flat Iron car park next to car parking bays – the very narrow pedestrian walkway would not accommodate a wheelchair</p>	<p>Fazakerley Street</p> <p>Flat Iron Car Park</p>	<p>Look at option open for improvement which could include different coloured tiles to highlight the raised lip.</p> <p>Interim solution - Chorley Pals are aware of concerns already and are submitting a bid for funding to improve access</p> <p>Car parking bays in the memorial vicinity to be kept clear</p> <p>Long term, the Flat Iron Car Park had been scheduled for improvement works and it is intended that the memorial be made a feature</p>	<p><b>Alan Capstick, Lancashire County Council</b></p> <p><b>Martin Walls</b> Peter McAnespie (advisory capacity)</p> <p>Peter McAnespie</p> <p><b>Peter McAnespie, Chorley Council</b></p>	<p>Summer 2010</p> <p>Long Term</p>
13	<p>Street Clutter</p>	<p>Flat Iron Parade/New Market Street</p>	<p>To find an interim arrangement for improvements</p> <p>As part of the Flat Iron Improvement Scheme the issue of street clutter at this location will be addressed</p>	<p><b>Mal Gallagher, Chorley Council</b></p> <p><b>Peter McAnespie, Chorley Council</b></p>	<p>Long Term</p>