

**Equality Forum**  
**Q&A**  
**8 July 2010**

**1. Marel Urry asked the Council for comments on the closure of the trailer library which served Hoghton, Croston and Bretherton.**

To clarify, the three sites served by the Trailer were Gregson Lane (Hoghton), Croston and Banks, not Bretherton as listed in the original question.

- The replacement mobile library times are in fact longer than two hours, being 2.75 hours at Croston and Gregson Lane (13.30 – 16.15) and 2.5 hours at Banks (13.30 – 16.00).
- The actual times for all three locations were put on the same day as the Trailer had previously been on site to minimise inconvenience to customers. In each case the actual times of the stop were in the afternoon specifically to give young children the opportunity to visit the van after school.
- During July, August and September the service is being provided by a spare mobile, with stock that was taken from the Trailer. Although reduced in volume, the balance between children's and adult stock should therefore still reflect that of the Trailer.
- From October onwards, the service will be provided as part of the mobile library routes operated from Ormskirk or Clayton Green. The vehicles used will be much more modern, with improved access that includes a passenger lift. Because these vans serve a wide variety of locations around the south of the County, customers should see a greater turnover of stock. With the exception of Croston, as noted below, the service mobiles will call at the same times and locations as the present temporary mobile.
- With only a little over a month's experience of operating the replacement Mobile Library service, it's too early to draw many real conclusions as to use. In general terms, although the overall number of items borrowed has declined because of the reduction in time available, usage levels at both Banks

and Gregson Lane are encouraging. At Croston, however, this is not the case, with usage at a much lower level than at the other two sites and a decline in the number of items borrowed on each of the three visits so far. As children's use is minimal, we are therefore planning to change the times of the Croston stop from afternoon to morning in October to see if this attracts increased overall borrowing. The duration of the stop will remain the same at 2.75 hours for the moment.

- In terms of children's use, initial indications are that there has been a decline in the proportion of children's books borrowed since the withdrawal of the Trailer Library service. At Gregson Lane, which I think is the location that this enquiry primarily refers to, roughly 42% of the books borrowed were children's stock in the days of the Trailer. This is now 32% and, although it does represent a decline, we have been at least partially successful in retaining a reasonable level of children's loans. As a comparison, during the first three months of the current financial year the proportion of loans represented by children's stock at the four smaller libraries in Chorley District was:

1. Adlington	39%
2. Coppull	30%
3. Eccleston	31%
4. Euxton	39%

Gregson Lane fits well within these percentages.

Lancashire County Council stated that they had done what they could to keep to a minimum the inconvenience caused to customers by the withdrawal of the Trailer Library service and the introduction of the replacement Mobile Library. As a final point Lancashire County Council would like to stress how important it is that customers at these three sites continue to borrow books from the replacement mobile libraries and to encourage other members of the local communities to make use of their library services as well.

- 2. Terence Reynolds asked for more opportunities to bring those with hearing difficulties, and those without, together to improve better cohesion. There was a request also for more training in schools as there was a concern that deaf children are routinely being placed in mainstream education without the necessary help and assistance required leaving the child feeling isolated and excluded.**

Hearing Impaired pupils are seldom placed in schools without planning and preparation and I have listed below some points which assist schools to meet HI needs.

Hearing impaired pupils entering school will, in most cases have been supported by Early Years Service who are informed of the pupils' needs by medical professionals.

- When the child enters school, Early Years teachers who are qualified Teachers of the Deaf (TOD) will have done transition work with the receiving school which may include training. Information on the child will be passed on to LEIS Hearing Impaired team.
- When in school, specialist support and/or training will be provided either through School Action Plus or statement funding. At SAP the specialist HI teacher (TOD) will provide what is deemed to be appropriate in the form of advice, teaching, support and training.
- If the pupil has a statement, they will receive Core Visits and the school will receive advice on the appropriate use of the additional funding they receive for the pupil, which will usually include the suggestion of training for staff, however it is the responsibility of the school to access this from LEIS or another provider.
- Information regarding newly diagnosed pupils who are in school is sent to LEIS by medical professionals and they are seen under SAP.

It is the responsibility of schools to meet the needs of all pupils including HI. Over the past 10 years, schools have been given the funding together with the responsibility to do this. Lancashire does provide a fully qualified specialist teacher and technical team to assist schools. The HI Team now has two Signing Communicators/Deaf Role Models. The team provide formal and informal training, teaching, support, technical backup and equipment. The HI Team also meet regularly with health related professionals across the County to discuss pupils, developments, provision and training.

Maureen Davenport – Head of LEIS (Education Inclusion Service) would like to offer Mr Reynolds the opportunity to meet the

specialist team manager to outline the role of the team and teacher.

- 3. Members of the Forum had asked if anything could be done about the barrier arrangements on the car park at Chorley Hospital for those people in receipt of a disabled parking badge who are deaf. To exit the car park the user needs to speak into the intercom system which is someone who is deaf find extremely difficult to use.**

In response Lancashire Teaching Hospitals NHS Foundation Trust advised:

- That there is a disabled parking areas 'outside' the barrier car parks. Locations for which can be found on the map on the website (maps will also be available on at the meeting) – [http://www.lancsteachinghospitals.nhs.uk/media/Chorley\\_FOLD\\_UP\\_Chorley\\_FOLD\\_UP.pdf](http://www.lancsteachinghospitals.nhs.uk/media/Chorley_FOLD_UP_Chorley_FOLD_UP.pdf)
  - If those disabled users notify the ward / departmental staff before they leave, the staff can ring the control room and get someone to let them out of the car park. This applies to both in and out of hours.
  - Finally disabled users can go the car park office on their arrivals (in hours only) and get an exit ticket, this will allow them to go through the barrier when they leave. The location of the car park office is shown on the sign in the car park areas.
- 4. Councillor Russell asked for a crossing outside Chorley Hospital near its entrance on Euxton Lane as not all buses pull on to the hospital grounds, but instead drop their passengers off at the opposite side of the road.**

Lancashire County Council is introducing new ways of working that will better align resources with local priorities. Clearly in the current climate it will not be possible to deliver all initiatives however I will ensure that this suggestion is given due consideration along with all other requests.

- 5. Councillor Hansford asked that the Chorley Smile magazine could include details of how someone can get a copy of the magazine in larger print or different languages.**

Contact details will be included in the next edition which is out this week.

- 6. Concern was raised about the Lancashire County Council website and its suitability for those people who are deaf.**

If the member who raised the concern could give a specific example of the problems they encountered this will be investigated by the Lancashire County Council District Partnership Office.

The Lancashire County Council website has on the home page an option/link to feedback views or make enquiries on the content of the site.

- 7. Members of the Forum raised issues related to transport in rural areas following the announcement of the cancellation of a bus service which served Hoghton and Brindle. A number of the issues raised by the Forum relating to transport had previously been reviewed by the Rural Task and Finish Group which had taken place last year. At its last meeting a number of recommendations/suggestions were made.**

In response Ashley Weir will be attending the meeting on the 6 October 2010 to deliver a short presentation on Lancashire transport.

- 8. Councillor Russell asked for an update on her request from the Director of People and Places about the seat she asked for outside civic offices for those people who needed somewhere to rest.**

An update will be provided at the meeting.

**9. Judy Daniels asked for an update on the allotments.**

Money has been recently invested this year to develop additional sites, the Council envisage new sites will come on line this year. With regards to the waiting list the Council are updating this also and it is suspected that the size of the list will reduce as part of this exercise.