

Access for Disabled People Task Group: Response to the Group's Final Report presented to the Executive Committee on Tuesday 21st August 2012

Members approved the majority of the Group's recommendations, though have requested that further work be undertaken in response to a couple of recommendations and a report on the subject be presented for the consideration of the Overview and Scrutiny Committee in due course.

APPROVED RECOMMENDATIONS

RECOMMENDATION	GENERAL COMMENTS	ACTION	DATE REQUIRED BY
<p>Recommendation 1: a user friendly version of the map (detailed in Appendix E of the main report) demonstrating the location of disabled parking spaces and Shopmobility in Redditch town centre should be produced and promoted on the Council's website, on the Redditch Matters e-magazine and on the Palace Theatre's website and should be promoted to local businesses to use;</p> <p>a) the contents of this map should be reviewed every twelve months to ensure that the information remains accurate.</p>	<p>Officers have requested that the map appears on both Redditch Borough Council's and Redditch Palace Theatre's websites.</p> <p>The potential for copies of this map to be made available through the Redditch Town Centre Partnership are also being investigated.</p>	<p>The Overview and Scrutiny Committee considered the draft content of the map at a meeting on 8th January 2013. Subject to inclusion of information indicating the location of Dial a Ride collection and delivery points in the town centre Members commented that they were happy with the content.</p> <p>Officers subsequently updated the map in January 2013 to incorporate the extra features requested by the Committee. (Appendix A).</p>	<p>Not specified but COMPLETED.</p>

<p>Recommendation 2: Redditch Borough Council should work with the Redditch Town Centre Partnership, Worcestershire County Council's Highways Department and the Kingfisher Shopping Centre to introduce collection and delivery points in the town centre that could be used by vehicles transporting people with disabilities</p>	<p>The attached map (Appendix A) shows a number of existing drops off points already located throughout the town centre which, it is felt, is sufficient. The Redditch Town Centre Partnership is still undergoing discussion with Highways concerning traffic movements at Church Green East particularly for businesses. A disabled drop off point will continued to be investigated and Members will be updated.</p>		<p>Not specified.</p>
<p>Recommendation 3: Taxi companies should be offered licences to operate adapted vehicles for a longer period of time than standard vehicles to incentivise taxi firms to increase the number of adapted vehicles in their fleets. The vehicles should be permitted to operate for these lengthier periods of time subject to passing the three inspection tests and the MOT that the Council's licensing regime requires for each vehicle.</p>	<p>The Licensing Committee initially considered this recommendation at a meeting on 17th December 2012. Members concluded that more detailed information was required before a decision could be taken on this matter and a further report was requested.</p>	<p>The Licensing Committee considered the proposal at a meeting on 11th March 2013. During this meeting it was agreed that taxi drivers should be offered licenses for adapted vehicles for 12 years, rather than the 9 years for standard vehicles, subject to the outcomes of a six week period of consultation with local taxi drivers and the local Taxi Association. The Committee has requested that the outcomes of the consultation process be reported for Members' consideration at the Licensing Committee meeting on 1st July 2013.</p>	<p>Not specified and subject to the outcomes of the consultation process.</p>

<p>Recommendation 4: Taxi drivers should be offered disability awareness training, which would include information about manually assisting people with disabilities, by Redditch Borough Council.</p>	<p>The Licensing Committee initially considered this recommendation in further detail at a meeting on 17th December 2012. Members concluded that more detailed information was required before a decision could be taken on this matter and a further report was requested.</p>	<p>The Licensing Committee considered the proposal in further detail at a meeting on 11th March 2013. During this meeting it was agreed that taxi drivers should be required to undertake mandatory disability awareness training. Members were advised that a suitable training provider had been identified and that participation in the course would cost approximately £20 per participant.</p> <p>Implementation of this recommendation will be subject to the outcomes of a twelve week period of consultation.</p>	<p>Not specified and subject to the outcomes of the consultation process.</p>
<p>Recommendation 6: A disability awareness session should be delivered as part of the Member Development Programme at Redditch Borough Council.</p>	<p>Members are asked to note that Officers consulted all Members in advance of and during the equality training session in January 2013.</p> <p>The following question was asked of Members: “what subjects do you want to be briefed on in detail.” Prior to the training session no responses were received. At the end of the session Two members responded of which one requested disability equality training.</p>	<p>An equalities training session, focusing on all forms of equalities, was delivered on 30th January 2013.</p> <p>At the latest meeting of the Member Development Steering Group Members discussed training requirements for 2013/14. Disability awareness training was not included in Members’ preferred training schedule for the year.</p>	<p>Not specified.</p>

<p>Recommendation 7: Ward Members should be made aware that they can use their knowledge of the local community to assess the condition of the pavements and dropped kerbs located in their wards and report their findings for the consideration of Worcestershire County Council's Highways Department and Redditch Borough Council's Environmental Services.</p>	<p>There may be the potential to include some information on this subject in the Member induction process.</p>	<p>The final report published by the Access for Disabled People Task Group provided Members with the information referred to in the recommendation.</p>	<p>Not specified.</p>
<p>Recommendation 8: The Council's Planning Department should consider arranging for funding from Section 106 agreements to be allocated to the installation of tactile signage in the town centre for the use of people with sensory impairments.</p>	<p>No updates were available for this meeting.</p>	<p>No updates were available for this meeting.</p>	<p>Not specified.</p>
<p>Recommendation 10 (a): Officers undertake further work into the following areas that should be reported for the consideration of the Overview and Scrutiny Committee and subsequently by the Executive Committee at a later date:</p>	<p>Officers have investigated this proposal in detail and are reporting back for Members' consideration.</p>	<p>Officers have produced a proposal for a shelter over the waiting area at the top of the ramp outside Shopmobility.</p> <p>The Council will require the Kingfisher Shopping Centre's approval to carry out the works, and have sent a request for this matter to be considered.</p>	

<p>a) a review of the potential to install a canopy over the ramp access to Shopmobility.</p>		<p>The cost to install the shelter, including Landlord approval costs, would be £4,857.00.</p> <p>Generally, in cases where the Council installs bus shelters planning permission is not required because these structures are often installed on Council land. However, as the shelter would be installed on private land planning permission would be required in this case.</p> <p>The proposed shelter design (attached at Appendix B) could be amended.</p>	
<p>Recommendation 10 (b): Officers undertake further work into the following areas that should be reported for the consideration of the Overview and Scrutiny Committee and subsequently by the Executive Committee at a later date:</p> <p>b) a joint review in partnership with Apollo 2000 of the potential for the Council to undertake landscaping work in the company's car park in return for using the car park as a collection and delivery point for Dial a Ride vehicles.</p>		<p>This report has been produced and is available for Members' consideration. (Appendix C).</p>	<p>Available for this meeting 02/04/13. COMPLETED.</p>

Recommendation 10 (c): Officers undertake further work into the following areas that should be reported for the consideration of the Overview and Scrutiny Committee and subsequently by the Executive Committee at a later date:

c) a joint review with the Kingfisher Shopping Centre, concerning the potential activation of the RNIB React system in the centre.

The following responses have been received on this suggestion:

Kingfisher Centre

In respect of RNIB React system –

- The integrity of the system is in doubt. The service has reportedly never worked properly.
- The centre understands there are four speakers sited around the shopping centre, but they don't appear to have any documentation to show their locations. The centre would question the demand for such a system. The centre has never had any customers suggest such a facility, or indeed comment on the absence of such a facility.
- A contractor looked at the system and advised that it has been superseded by newer equipment. On testing the George's Walk entrance speaker continually activated without trigger and led to complaints from a nearby shop.
- The system is installed in Birmingham City Centre. It would be useful to get some indication of usage, how it is promoted, how

it is distributed across the Cities access points and transport hubs.

- As it stands the centre would question its value and benefit.

Age UK

Age UK would very much endorse the proposal to consider activating the system and suggest that a firm date is set for the officers to report back, rather than leaving it as “at a later date”.

Summary

It is important to note that having a RNIB system is not a legal requirement, therefore cannot be enforced on private land such as the Kingfisher.

It may be a discussion could take place between Age UK and the Kingfisher Shopping Centre if they have evidence as to whether there is a need and the potential costs

<p>Recommendation 10 (d): Officers undertake further work into the following areas that should be reported for the consideration of the Overview and Scrutiny Committee and subsequently by the Executive Committee at a later date:</p> <p>d) a review of the implications of introducing disabled parking spaces and a Dial a Ride collection and delivery point in the former covered market area.</p>	<p>A report has been provided on this subject for Members' consideration. (Appendix D).</p>		
<p>Recommendation 11 The Overview and Scrutiny Committee should receive the following update reports in six months time:</p> <p>a) an update concerning the support provided by Officers to the Redditch Disabled Access Group in relation to disability issues; and</p> <p>a) a report monitoring the implementation of the group's recommendations.</p>	<p>This report is the update to the Committee (11a). The update in relation to support for the Redditch Disabled Access Group has been attached for Members' consideration. (Appendix E)</p>		<p>02/04/12.</p> <p>Item 11a has been COMPLETED.</p>

Recommendations pending a decision (these decisions may need to be made by either a Redditch Borough Council body or an external organisation)

RECOMMENDATION	GENERAL COMMENTS	ACTION	OFFICERS DEALING	DATE REQUIRED BY
Recommendation 5: Worcestershire County Council's Transport Department should work with local bus operators to apply for any future Better Buses Area Funding from	<p>This recommendation required the approval of Worcestershire County Council's Transport Department.</p> <p>There was no update available.</p>		<p>Head of Community Services – lead contact officer for transport?</p>	

<p>the Department for Transport to finance the installation of audio-visual equipment on buses operating in Redditch Borough.</p>				
<p>Recommendation 9: Redditch Town Centre Partnership work with the Kingfisher Shopping Centre to introduce additional seating in the Kingfisher Shopping Centre, involving an investigation of the ergonomics of the seating provided.</p>	<p>A discussion has taken place with the Kingfisher who stated that additional seating has already been implemented within the centre and is well utilised. It is not realistic to allocate specific seats for disabled users as this could not be enforced.</p> <p>As the centre is undergoing reconfiguration with the new owners this recommendation will be noted when future changes take place.</p>		<p>Planning Officer with lead responsibility for the Redditch Town Centre Partnership.</p>	