

T&F Disability Action Plan

Recommendation	Who	When/Timescale	Comment
Accessible Housing			
<p>Recommendation 1 The needs of those with a disability that are referred to in sections 35 and 50 (see note at foot of recommendations) of the National Planning Policy Framework (March 2012) Department for Communities and Local Government) to be incorporated in the Local Plan Review</p>	<p>Planning <i>Ian Manktelow</i></p>	<ul style="list-style-type: none"> • Work commences - Spring 2013 • Consultation and Refinement – 2013 to 2014 • Cabinet agrees final Plan – end 2014 • Plan Examination and Adoption - 2015 	<ul style="list-style-type: none"> • The timetable for the Local Plan has been agreed by cabinet and follows statutory stages.
<p>Recommendation 2 For residential properties, targets to be established for</p> <ul style="list-style-type: none"> • Improvement of number and size of parking spaces that are wheelchair accessible • Numbers of new houses built to disability access standards • Numbers of existing properties brought up to disability access standards and Lifetime Homes standard 	<p>Planning <i>John Callahan</i> Planning <i>Ian Manktelow</i></p> <p>Environmental Services/Retained Housing <i>Keith Coldham</i></p>	<ul style="list-style-type: none"> • Target for car parking spaces – end 2013 • Target for houses built – same as timescale above for Rec. 1 as this forms part of the work on the new Local Plan. • See comments 	<ul style="list-style-type: none"> • It has been agreed that there is to be a Bucks-wide review of car parking standards, coordinated by BCC, which will look at this. Whilst a detailed timetable is awaited from BCC the exercise should take place during 2013. • Approx 70 properties a year are adapted to meet the needs of the disabled occupants by the use of the Disabled Facilities Grant process
<p>Recommendation 3 Increase the maximum Home Independence Grant from £500 to £1,000, within the current total budget, whilst seeking to maintain a balance between the range of improvement works eligible and the total number of applicants who can benefit</p>	<p>Environmental Services/Retained Housing <i>Keith Coldham</i></p>	<ul style="list-style-type: none"> • June 2013 	<ul style="list-style-type: none"> • Changes to the Home Independence Grant are awaiting the review of the transformation of Public Health work involving District Councils and other agencies.
<p>Recommendation 4</p>	<p>Environmental</p>	<ul style="list-style-type: none"> • 4a - See comments 	<ul style="list-style-type: none"> • 4a All information is currently set up

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<p>Within a timescale appropriate to available resources:</p> <ul style="list-style-type: none"> • 4a Establish an accessible housing register that captures data so that suitable properties can be matched with the clients' needs • 4b Produce an update on the proportion of social housing that has wheelchair access • 4c Review how the current WDC Choice Based Letting scheme is working for those with a disability (to include feedback from clients) • 4d Review the current policy of who can be given accessible properties: Can greater flexibility be introduced based on needs as well as age? 	<p>Services Housing <i>Steven Tucker</i></p>	<ul style="list-style-type: none"> • 4b - See comments • 4c - See comments • 4d - See comments 	<p>on locata to enable the right person to be matched with a property. Disabilities are recorded as notified by the applicant. This system we have allows for flexibility however it is led by clients choosing and we would not match applicant directly. If an officer is aware of a suitable match we will either contact the applicant or place an expression of interest in the property.</p> <ul style="list-style-type: none"> • We do not maintain an accessible housing register and once a property is advertised we will match all applicants who fulfil the criteria. • 4b Not available at this time. • 4c There is a survey on the Buckshomechoice (BHC) website whereby applicants or advocates can make comments. There is no planned regional review of Choice Based Lettings (CBL) for clients with a disability at this moment • 4d This is beyond the scope of the BHC policy and is for the Registered Providers to lead on. The authority no longer owns any housing stock and it will be for a provider to review the policy. WDC could only ask for an update on what each provider is doing.
Accessible Public Toilets			
<p>Recommendation 5 Increase number of wheelchair accessible toilets and more publicity about this.</p>	<p>Environmental Services</p>	<ul style="list-style-type: none"> • September 2013 	<p>Management of facilities currently under review due to joint contract with Chiltern D.C.</p>
<p>Recommendation 6</p>	<p>Environmental</p>	<ul style="list-style-type: none"> • September 2013 	<p>Management of facilities currently under</p>

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Where wheelchair accessible toilets are external to other buildings these should all be RADAR-key only accessible to reduce risk of vandalism	Services		review due to joint contract with Chiltern D.C.
New sports and leisure centre			
<p>Recommendation 7 Seek advice of disability access specialist at each stage, with particular attention to be given to:</p> <p>7a Inclusion of a high dependency toilet and changing room, built to standard of www.changing-places.org</p> <p>7b Sufficient blue badge parking bays. Enforcement of abuse of spaces</p> <p>7c Signage</p> <p>7d Push buttons at wheelchair height to open doors</p> <p>7e Door widths for scooters</p>	Major Projects and Property Executive Charles Brocklehurst	April 2015	All items listed will be completed to the standards described in the recommendation.
Access to information			
<p>Recommendation 8 Appendix E as disability guidance notes covering Making Written Information Accessible, Dietary Requirements, Selecting a Venue, and Accessible Venues in Wycombe district. The above guidance notes were created by: Wycombe Area Access for All Wycombe District Council Bucks Vision on behalf of the Wycombe Partnership. The Partnership accepted these in 2006 and 2007 with commitment to adopt them. The recommendation is that Wycombe District Council updates the guidance and implements it throughout all services of the Council.</p>	Community Services Claire Hook	COMPLETE	6 Dec 12 - Documents updated by Claire Hook and Carol Courcha. Being formatted in line with Engagement toolkit, will then be linked to Toolkit and re-published on WySpace.
Recommendation 9	Communications	COMPLETE	This has already been completed by Paul

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<p>WDC services provided the TFG with summaries of current provision and planned improvements of how the needs of those with disabilities are being addressed. The recommendation is that these reports are available as a download on the disability page on the WDC website</p>			<p>Wells in Communications. http://www.wycombe.gov.uk/council-services/community-and-living/health-well-being-and-care/disability.aspx</p> <p>All work (including disability related) that meets requirements of PSED pre 2012 is available on the Equality and Diversity page of the WDC website</p>
<p>Recommendation 10 The Customer Service Centre is requested to do a disability related mystery shopper exercise, by telephone.</p>	CSC		<p>Customer services conduct monthly surveys which include data relating to disability. If additional details are required should this not be council wide as the CSC do not cover all services provided by the council? Survey results are on the wdc website.</p> <p>http://www.wycombe.gov.uk/Core/DownloadDoc.aspx?documentID=6339</p>
Disability Awareness			
<p>Recommendation 11 A member training session to present the TFG report, with a focus on what ward councillors can do to improve the lives of those with a disability, especially in regard to the Disability Facilities Grant. An all member email be sent to identify if sufficient numbers to warrant this (minimum of 10 confirmed member bookings)</p>	<p>Environment Services Keith Coldham</p>	<ul style="list-style-type: none"> February 2013 	<p>Session on Disabled Facilities Grant, Home Independence Grant and Flexible Home Improvement Loan to be run by Environment Services (Keith Coldham) on 12 February 2013 in the Council Chamber, if there are a minimum of 10 confirmed bookings. Democratic Services to ensure entry in council diary.</p>
<p>Recommendation 12 Run a disability awareness event (special goggles, wheel chairs, etc) and involve local media to participate alongside elected members.</p>	<p>Community Services Claire Hook</p>		<p>Community have do not have the resources to run such events. Previously these have been organised by the Access Officer (whose hours have since been reduced) and have used an external trainer.</p>
Employment			

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<p>Recommendation 13 The Skills Centre to explore the potential of a job club specifically focused on the needs of those with a disability, and to pursue the external funding for this initiative as appropriate.</p>	Community Services – Skills Centre Satbir West		N/A – The Skills Centre will be closing.
Hackney Carriage and Private Hire Vehicles			
<p>Recommendation 14 A meeting between taxi drivers and licensing – to seek the help and support of drivers (also include private hire as well as Hackney Carriage). Amongst issues to be raised: Charging, availability (especially during school term times)</p>	Environmental Health Licensing <i>(Neil Stannett)</i>	<ul style="list-style-type: none"> To be arranged by end March 2013 	
<p>Recommendation 15 An advice note to be placed on the disability page on the WDC website that, when using Hackney Carriages, passengers should expect the driver to only start the meter once they are ready to commence the journey. When using private hire vehicles, before starting the journey, passengers should seek confirmation of the price that was agreed when the vehicle was booked.</p>	Environmental Health Licensing	COMPLETE – Jan 2013	COMPLETE
Publicising the report			
After the report has been to both the Improvement and Review Commission and WDC Cabinet:			
<p>Recommendation 16 Offer the report to Bucks CC Overview and Scrutiny and to other districts within the County. Publish report on the Centre for Public Scrutiny website</p>	Democratic Services <i>(Ted Piker)</i>	COMPLETE	COMPLETE
Recommendations to Bus Companies			
The Task and Finish Group acknowledges the progress that has been made by local bus services to improve both the upgrading of			

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the fleet for wheelchair/scooter access and the access to disability relevant timetable information			
<p>Recommendation 17 The TFG would like to see improvements over time in the following areas, with the aim of achieving consistency of disability access on all routes</p>	<p>Democratic Services <i>(Ted Piker)</i></p>		<p>Awaiting response from Passenger Transport, Transport for Buckinghamshire</p>
<p>Recommendation 18 More stops to have access for both wheelchairs and scooters</p>	<p>Democratic Services <i>(Ted Piker)</i></p>		<p>Most low floor buses have ramps or can kneel at stops, though both the operators and ourselves recognise that, despite driver training, there are still some drivers who are not always using this facility appropriately. We are working with them to address this. We also recognise that infrastructure improvements such as hard-standing at rural stops, raised kerb heights etc would be of benefit at a number of stops. However, we are in a climate where budgets are being steadily reduced and we do not have a dedicated capital budget for these types of works currently. We are though, bidding for dedicated funding for this area of work in our current business planning process. It is also possible for any specific problem locations to be made the source of a bid for funding through the Local Area Forum.</p>
<p>Recommendation 19 A smaller bus is needed that can go up the</p>	<p>Democratic Services <i>(Ted Piker)</i></p>		<p>The incline leading to the hospital entrance is a recognised issue. However, it is difficult to</p>

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slope to directly outside Wycombe Hospital main entrance			resolve without funding for a dedicated shuttle vehicle, and even then, there is the question of who this would serve and/or how it would connect to the rest of the bus network. When this has been tried previously, as with the cressexpress service, the service proved unsustainable partly due to the size of the bus. A taxi shuttle that operated from the bus station for a number of years had to be withdrawn due to lack of use.
Recommendation 20 All buses between Wycombe Hospital and Stoke Mandeville, and also to Amersham Hospital and Wexham Park Hospital, to meet the needs of those with a disability	Democratic Services (<i>Ted Piker</i>)		The vehicles used on these routes are already low-floor, easy access buses. We recognise that there are issues over the location of the stops, particularly for High Wycombe and Stoke Mandeville and are working with the Hospital Trust over these. It must be borne in mind however, that Wycombe Hospital is very difficult to serve directly by bus, as per the response to recommendation 19, and Stoke Mandeville, though very well served by Red Route 9 from Aylesbury, would require an unacceptable diversion for passengers on Line 300 for buses to get much closer to the hospital entrance.
Recommendation 21 In the roll out of accessible vehicles, prioritise areas of greater social housing	Democratic Services (<i>Ted Piker</i>)		The County Council already specify accessible vehicles when tendering new services. On routes operated commercially,

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and lower car ownership			<p>which account for the vast majority of bus services, the vehicle choice is entirely in the hands of the bus operators. However, after considerable investment in recent years by the operators, most buses in Buckinghamshire are now low floor, accessible vehicles and this includes all Carousel buses and all but 14 Arriva vehicles. In addition, legislation will mean all single deck buses are accessible by January 2016 and all double deckers by January 2017.</p>
<p>Recommendation 22 Better access to information about timetables for those who do not access the internet, and clearer information on the internet</p>	<p>Democratic Services (<i>Ted Piker</i>)</p>		<p>We strive to ensure our Internet information is clear and accessible, and the Transport for Buckinghamshire Service Information Centre has won awards for this. We would welcome any specific comments as to how we could further improve the clarity of information.</p> <p>We also produce comprehensive timetables in booklet form (also available in large print) that supplement the operators own publications. These are distributed widely across the county and we have a comprehensive network of distribution channels. Also, most bus stops have a printed timetable or electronic display. A recent national survey has ranked us 6th in the country for resident's satisfaction with Passenger Transport information. Again, we would welcome any specific details of how we could improve the information we produce within our budget.</p>
<p>Recommendation 23 Real time information in accessible format at bus stops. Take into account the needs of wheelchair users when setting the</p>	<p>Democratic Services (<i>Ted Piker</i>)</p>		<p>We will try to take more account of this need when locating displays. Our 'Ibis' real time display units already have audible timetables, but unfortunately the current range are not</p>

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heights of the data boards, the effect of sunlight reflecting off the boards and the provision of audible announcements for those with visual impairment.			very user friendly, requiring pre-knowledge of exactly where to press the screen to get the audible display. We are working with the company that designs the units to resolve this for the next generation of display, and we are also trialling a retro-fit solution for the current ones.
Recommendation 24 The website Next Bus tells you which routes and which stops have wheel chair access, which is commendable. However times are given as number of minutes from the starting point of the route to the bus stop you want to use, making it complicated to work out in some cases.	Democratic Services <i>(Ted Piker)</i>		The real time display gives the number of minutes the bus will take to get to the stop you are looking at, not the time from the start of the route. If the bus is not being tracked, then the display shows the scheduled arrival time.
Recommendation 25 Additional publicity needed on new arrangements for scooter users	Democratic Services <i>(Ted Piker)</i>		We will liaise with the bus operators to clarify what wording they would like us to use and incorporate in any new publications as appropriate.