



*Rural Capital of Food*

# Agenda

<b>Meeting name</b>	<b>Town Area Committee</b>
<b>Date</b>	<b>Monday, 19 June 2017</b>
<b>Start time</b>	<b>6.30 pm</b>
<b>Venue</b>	<b>Parkside, Station Approach, Burton Street, Melton Mowbray LE13 1GH</b>
<b>Other information</b>	<b>This meeting is open to the public</b>

Members of the Town Area Committee are invited to attend the above meeting to consider the following items of business.

**Lynn Aisbett**  
**Chief Executive**

## Membership

<b>Councillors</b>	M. Glancy (Chair)	S. Lumley (Vice-Chair)
	T. Bains	T. Beaken
	M. Blase	P. Cumbers
	J. Douglas	P. Faulkner
	A. Freer-Jones	T. Greenow
	J. Hurrell	J. Illingworth
	A. Pearson	P. Posnett
	J. Wyatt	

**Quorum:** 4 Councillors

<b>Meeting enquiries</b>	Catherine Richards
<b>Email</b>	crichards@melton.gov.uk
<b>Agenda despatched</b>	Friday, 9 June 2017

No.	Item	Page No.
1.	<b>APOLOGIES FOR ABSENCE</b>	
2.	<b>MINUTES</b> To confirm the minutes of the meeting held on 13 March 2017.  To confirm the minutes of the meeting held on 10 April 2017.	1 - 10
3.	<b>DECLARATIONS OF INTEREST</b> Members to declare any interest as appropriate in respect of items to be considered at this meeting.	11 - 12
4.	<b>RECOMMENDATIONS FROM OTHER COMMITTEES</b> There are no recommendations from other Committees.	
5.	<b>DOG FOULING AND LITTER UPDATE</b> The Head of Regulatory Services to submit a report providing an update on steps taken since the meeting of 13 March 2017.	13 - 18
6.	<b>APPROVAL OF PROJECT MANDATE AND BUSINESS PLAN - PLAY EQUIPMENT</b> The Head of Communities and Neighbourhoods to submit a report seeking Members approval of Project Mandates and Business Cases for the installation of new Play Equipment.	19 - 26
7.	<b>MELTON TOWN CENTRE AUDIT REPORT</b> The Head of Central Services and the Head of Regulatory Services to submit a report providing Members with information on a recent access audit of Melton Town Centre with a view of producing an action plan of the issues which were identified. This report went to REEA on 7 June 2017 and was referred to this Committee for consultation and to provide any feedback to influence any future action plan.	27 - 38
8.	<b>URGENT BUSINESS</b> To consider any other items that the Chair considers urgent.	



## TOWN AREA COMMITTEE

PARKSIDE, STATION APPROACH, BURTON STREET, MELTON MOWBRAY

13 MARCH 2016

### PRESENT:-

Councillors T Greenow (Chair), T S Bains, T Beaken, M. Blase,  
T Culley, P Cumbers, J. Douglas, J Illingworth, S Lumley, A Pearson,  
P M Posnett, J Wyatt

### As Observer

Councillors J Orson, M Sheldon

Chief Executive  
Head of Central Services  
Head of Communities and Neighbourhoods  
Head of Regulatory Services  
Waste & Environmental Maintenance Manager  
Senior Environmental Health Officer  
Administrative Assistant Communications & Member Support

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### T28. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Glancy and Hurrell.

### T29. MINUTES

The Minutes of the meetings held on 21 November 2016 were confirmed and authorised to be signed by the Chairman.

The Minutes of the meetings held on 19 December 2016 were confirmed and authorised to be signed by the Chairman.

### T30. DECLARATIONS OF INTEREST

Councillors Pearson and Posnett each declared a personal interest in any matters relating to the County Council due to their roles as County Councillors.

## T31. RECOMMENDATIONS FROM OTHER COMMITTEES

There were no recommendations from other Committees.

*In view of the number of members of the public present, the Chair exercised his right to bring forward the following item.*

## T32. DOG FOULING

The Head of Regulatory Services

- (a) submitted a report (copies of which had previously been circulated to Members) providing the Committee with information on the current costs and enforcement of dog fouling and enabling Members to consider further measures, including the feasibility of establishing Public Spaces Protection Orders (Currently known as Dog Control Orders), which would allow fixed penalty notices to be issued
- (b) provided a brief overview of the report, advising
  - i. current measures to tackle the problem of dog fouling included ad-hoc patrols of the areas where most fouling occurred, the installation of temporary CCTV cameras and placing 'We're Watching You' posters in areas which presented the most prevalent problems. Fouling in the Town Centre or near a school was cleared within twenty-four hours, while streets more remote took longer to clear. The Environmental Health Team was working with MARS Pedigree Pet Foods to promote responsible dog ownership and ultimately, the campaign aimed to change behaviour and awareness within communities
  - ii. the cost of posters (£56) and street cleansing (£50 to £80) in respect of dog fouling
  - iii. this Council was able to consider a Public Space Protection Order, enabling the issue of £75 fixed penalty notices, enforced through the courts, to ensure it would be established as an effective deterrent
  - iv. Members were invited to decide whether further measures were appropriate and if so to determine their nature and extent, in order for these measures to be investigated further by Officers.

The Chair noted this was a serious issue, which received a considerable amount of public attention and he stated that the aim of the discussion was to identify solutions to this problem.

A Member highlighted that this was a very real problem for the residents he had spoken with and commented that the action taken must demonstrate that dog fouling would not be tolerated. He suggested

- i. the £7,000 projected underspend in the Town Area Committee budget be committed and carried forward to ensure a one off clean up of the streets in the areas affected by dog fouling, litter pick, placement of signs and delivery of educational material in the most problematic areas
- ii. a business case and a budget be developed, which would allow enforcement to be undertaken in a proactive way and that future issues

- would be dealt with proactively rather than reactively. All options would be researched and presented to ensure the most efficient and effective strategy would be implemented to support this
- iii. an Environmental Champion be nominated by this Committee to oversee the implementation of an improvement plan to deal with the issues identified in Melton Mowbray with identified Officer support
  - iv. an educational approach be taken in the longer term and Officers develop a robust plan in partnership with Melton Mowbray Town Estate, local residents' groups, Melton BID, MARS Pedigree Pet Foods and local schools and colleges.

A Member agreed with the above and added that he did not want the Committee to decline the opportunity to establish a Public Spaces Protection Order, as he wanted all options available for Members' consideration.

A Member drew attention to Section 6.1 of the report and queried whether agreed measures to tackle dog fouling would be in place by the time the current Dog Control Orders would expire in Autumn 2017. The Head of Regulatory Services confirmed that Officer would be able to submit a business plan with options for Members to consider in readiness for the Autumn 2017 expiry date.

The previous comments were echoed by another Member, who requested sight of a map, detailing the location of bins allocated for the disposal of dog fouling. He stated that he was pleased that both the community and MARS Pedigree Pet Food were involved in finding solutions to this problem.

A further comment was made by another Member that this was an emotive issue, invoking strong feeling from residents, who had expressed that funds would be best spent on educating dog owners. She suggested providing dog walkers with bags, to make it easier for them to clear up dog foul. She advised that she had previously stated her astonishment at the cost of the 'We're Watching You' posters and had since found online that signs were available for £2 to £8.

It was also stated by a Member that dog fouling had been a problem for decades, despite various measures, including the provision of lots of bins to place dog foul. She agreed that providing bags to dog walkers was a good idea but also commented that that there had not been one prosecution in respect of dog fouling to date. The Council needed to be prepared to enforce through the courts. A fine, enforced through court may prove a successful deterrent.

A Member commented that she agreed with most of what had been stated and suggested revising the remit of Enforcement Officers to include targeting irresponsible dog owners. She advised that she understood it was difficult for people to act as witnesses against those in their own communities and recognised there was a huge cost conflict involved in court action. She highlighted that this Council's funding was decreasing and there was a great need to be conscious of how and where money was spent.

A Member reiterated previous comments made. He advised that residents had stated they were not aware that dog foul could be placed in 'normal' bins. He confirmed he had discussed this with the Waste & Environmental Maintenance Manager, with a view to having signage displayed, advising the public of this. He added that he believed there were enough bins for this purpose. He thanked

members of the public for their help and commented on the use of social media on this topic, confirming that all Members were committed to finding effective solutions to this problem.

A Member further commented in support of his earlier comments and stated that it was the Council's responsibility to collect dog foul and advised that current measures were not good enough. The health of children was being put at risk, with the possibility of diseases as a result of dog fouling. Effective measures needed to be enforced to ensure the town was clean and healthy for the public and savings could be made elsewhere. Action was required urgently.

Members agreed and commented that commitment to enforcement measures was required. A plan, incorporating education and information for dog owners was required but offenders also needed to be aware that the Council would be prepared to enforce prosecutions.

The motion being moved and seconded previously was put to the vote

**RESOLVED** that:-

- (1) the £7k projected underspend in the Town Area Committee budget be committed and carried forward to ensure a one off clean-up of the streets in the Special Expense areas affected by dog fouling, litter pick, placement of signs and delivery of educational/awareness material in the most problematic areas
- (2) a business case and budget be developed, which would allow enforcement to be undertaken in a proactive way going forward and future issues be dealt with proactively, rather than reactively. All options be researched and presented to ensure the most efficient and effective strategy be implemented to support this
- (3) an Environmental Champion be nominated by this Committee to oversee the implementation of an improvement plan to deal with the issues identified in the Special Expense areas in Melton Mowbray, with identified Officer support
- (4) an educational approach be taken in the longer term and Officers develop a robust plan, in partnership with Melton Mowbray Town Estate, local residents' groups, Melton BID, MARS Pedigree Pet Foods and local schools/colleges. Such further report to be presented to this Committee and to the Rural, Economic and Environmental Affairs Committee.

**T33. CAPITAL PROGRAMME MONITORING APRIL 2016 TO JANUARY 2017**

The Head of Central Services

- (a) submitted a report (copies of which had previously been circulated to Members) updating the Committee on the progress of schemes within the Capital Programme to January 2017
- (b) gave a brief overview of the report, advising that it set out the position on the capital budgets this Committee was responsible for until the end of January 2016. There were only two schemes in the programme, the Play Areas, which

was now complete and the Pavilion (on which there was a separate report on the agenda) and this scheme had not progressed to date.

There being no comments or questions forthcoming from Members, it was

**RESOLVED** that the progress made on each capital scheme at Appendix A, together with the year end forecast position be noted.

#### T34. REVENUE BUDGET MONITORING APRIL TO DECEMBER 2016

The Head of Central Services

- (a) submitted a report (copies of which had previously been circulated to Members) providing information on actual expenditure and income incurred on this Committee's services compared to the latest approved budget for the period 1 April 2016 to 30 December 2016
- (b) gave a brief overview of the report, advising that it set out the outcome of the budget monitoring to the end of December 2016 and included the forecast position to the end of the year. There were no major variances to report i.e. those over £10k that under the Council policy would trigger a detailed explanation. The position shows a likely underspend on all services of approximately £7k. This had been allocated to address dog ouling issues as agreed earlier on the agenda.

There were no comments or questions.

**RESOLVED** that the financial position on each of this Committee's services to 31 December 2016 and the year end forecast be noted.

#### T35. COUNTRY PARK PAVILION

The Head of Communities and Neighbourhoods

- (a) submitted a report (copies of which had previously been circulated to Members) updating the Committee on the current position on the demolition of the Country Park Pavilion and making Members aware of the next steps
- (b) gave a brief overview of the report, highlighting
  - i. demolition of the Country Park Pavilion, as well as removal of the concrete base had been commissioned. This work would be completed within the next two months
  - ii. there had been extensive consultation with local residents, concerning the need and demand for a community facility at the site. As there was no community appetite for this, there were no plans to build a new Pavilion or a community facility at the site. He drew the Committee's attention to recommendation at 2.2 of the report and added that financial resources would be redirected and used as agreed by Members

- iii. other options for the use of the site would be explored. The site was part of a Small Sites Study, which had been commissioned to investigate options for its use. It was proposed that the Small Sites Study be presented to Members of the Policy, Finance and Administration Committee, recognising that this Committee would need to be consulted on any proposals and would then be brought before this Committee.

A Member queried what future options for the site were under consideration and the Head of Communities and Neighbourhoods confirmed that there were none as yet. This would be for Members to consider at a later date.

A Member commented that she had requested information from the Council, in response to a resident's query on the proposed usage of the site but had waited for some time for direction on this. She advised that she would like to update the resident and asked when more information would be available to Members. The Head of Communities and Neighbourhoods confirmed that an initial report would go before the Policy Finance and Administration Committee in July 2017.

There being no further comments or questions, it was

**RESOLVED** that

- (1) the current status of the demolition of the Country Park be noted
- (2) removal of the Capital Project to build a new County Park Pavilion from the Special Expenses capital programme be approved
- (3) the current work undertaken with regards to developing options for the site be noted

**T36.URGENT BUSINESS**

There was no urgent business.

The meeting which commenced at 18:30 p.m., closed at 19:15 p.m.

Chairman



TOWN AREA COMMITTEE

PARKSIDE, STATION APPROACH, BURTON STREET, MELTON MOWBRAY

10 APRIL 2017

PRESENT:-

Councillors T. Greenow (Chair),  
T.S Bains, M. Blase, T. Beaken, J. Douglas, M. Glancy,  
J. Illingworth, A. Pearson, P.M. Posnett, J. Wyatt

AS OBSERVER:-

Councillor Leigh Higgins

Chief Executive  
Administrative Assistant Communication and Member Support

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T13. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Cumbers, Hurrell and Lumley.

T14. DECLARATIONS OF INTEREST

Councillors Douglas, Illingworth and Wyatt each declared a personal interest as Members of the Planning Committee and here left the meeting.

Councillor Glancy declared a personal interest as a Member of the Planning Committee and stated she would not participate in the determination of this planning application at the Planning Committee.

Councillors Higgins declared a personal interest as a Substitute Member of the Planning Committee here left the meeting.

Councillor Posnett declared a personal interest as a Substitute Member of the Planning Committee and stated she would not participate in the determination of this planning application at the Planning Committee.

Councillor Greenow declared a pecuniary interest in the following planning application and proposed Councillor Glancy chair the item of business. Councillor Blasé seconded and all Members were in favour.

(Councillor Greenow here left the meeting)  
(Councillor Glancy in Chair)

## T15. CONSULTATION – PLANNING APPLICATIONS

The following Planning Application was considered and comments submitted on the application as indicated.

Item No.	Application Reference	Application Summary
1.	17/00281/OUT	<u>Land at South of Hill Top Farm, St Bartholomew's Way, Melton Mowbray.</u>  Outline application for up to 30 dwellings (access off St Bartholomew's Way already approved).

The Chief Executive gave an overview of Planning Application reference 17/00281/OUT (highlighting that the Members may wish to give particular consideration to 'site constraints') and plans of the site were viewed by Members.

### **Committee Comments**

A discussion was held, concerning the planning application and Members made the following comments:-

- The bus stop should be an adequate distance from the application site to enable usage.
- Full impact of the development on the Scheduled Monument to be assessed and appropriate conditions attached or decisions made in this context.
- Consideration should be given to the measures taken to protect any artefacts and other structures when excavating (Members noted that it would be useful to have comments on this from Historic England and Leicestershire County Council).
- The application site was in close proximity to a pig farm. Consideration should be given to any 'agricultural smells' at the application site.
- The impact of traffic as a result of an additional 30 dwellings should be explored and the adequacy of the road network confirmed. Cumulative effect needs to be considered.
- If contributions to the greater Highways infrastructure are appropriate in the context of the application, these should be sought
- Height issues were noted. Three story properties were not in-keeping with the area and the possibility of other properties 'towering over' the monument site was a concern.
- There was expectation that the 'usual' practice would be employed to ensure contributions from the Education Department.
- Attention should be given to ensure adequate road widths to facilitate safe on-street parking and sufficient provision for off-street parking (Build for Life standards referenced).

### **Additional Comments/Reasons:**

- The Committee's comments as listed above form part of the consultation on Planning Application 17/00281/OUT.

T16. URGENT BUSINESS

There was no urgent business.

The meeting which commenced at 18:30 p.m, closed at 18:51 p.m

Chairman

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## Advice on Members' Interests

### **COUNCIL MEETINGS - COMMITTEE MINUTES : DECLARATION OF INTERESTS**

Interests need not be declared at Full Council in relation to Committee Minutes which do not become the subject of debate at Full Council (i.e. Minutes referred to solely on a page by page basis when working through the Minutes of each Committee.)

An interest must be declared at Full Council as soon as it becomes apparent that a relevant Committee Minute is to be debated – this applies even if an interest has been declared at Committee and is recorded in the Minutes of that Committee.

### **PERSONAL AND NON-PECUNIARY INTERESTS**

If the issue being discussed affects you, your family or a close associate more than other people in the area, you have a personal and non-pecuniary interest. You also have a personal interest if the issue relates to an interest you must register under paragraph 9 of the Members' Code of Conduct.

**You must state that you have a personal and non-pecuniary interest and the nature of your interest.** You may stay, take part and vote in the meeting.

### **PERSONAL AND PECUNIARY INTERESTS**

If a member of the public, who knows all the relevant facts, would view your personal interest in the issue being discussed to be so great that it is likely to prejudice your judgement of the public interest and it affects your or the other person or bodies' financial position or relates to any approval, consent, licence, permission or registration then **you must state that you have a pecuniary interest, the nature of the interest and you must leave the room\***. You must not seek improperly to influence a decision on that matter unless you have previously obtained a dispensation from the Authority's Governance Committee.

### **DISCLOSABLE PECUNIARY INTERESTS AND OTHER INTERESTS**

**If you are present at any meeting of the Council and you have a disclosable pecuniary interest in any matter to be considered or being considered at the meeting, if the interest is not already registered, you must disclose the interest to the meeting. You must not participate in the discussion or the vote and you must leave the room.**

You may not attend a meeting or stay in the room as either an Observer Councillor or \*Ward Councillor or as a member of the public if you have a pecuniary or disclosable pecuniary interest\*.

### **BIAS**

If you have been involved in an issue in such a manner or to such an extent that the public are likely to perceive you to be biased in your judgement of the public interest (bias) then you should not take part in the decision-making process; you should leave the room. **You should state that your position in this matter prohibits you from taking part.** You may request permission of the Chair to address the meeting prior to leaving the room. The Chair will need to assess whether you have a useful contribution to make or whether complying with this request would prejudice the proceedings. A personal, pecuniary or disclosable pecuniary interest will take precedence over bias.

In each case above, you should make your declaration at the beginning of the meeting or as soon as you are aware of the issue being discussed.\*

\*There are some exceptions – please refer to paragraphs 13(2) and 13(3) of the Code of Conduct

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## TOWN AREA COMMITTEE

18<sup>th</sup> JUNE 2017

### REPORT OF HEAD OF REGULATORY SERVICES

#### DOG FOULING AND ENFORCEMENT- UPDATE

##### 1.0 PURPOSE OF REPORT

1.1 To provide Members with an update of the decisions made at the meeting of 13<sup>th</sup> march 2017 regarding the above. The committee resolved that :

(1) the £7k projected underspend in the Town Area Committee budget be committed and carried forward to ensure a one off clean-up of the streets in the Special Expense areas affected by dog fouling, litter pick, placement of signs and delivery of educational/awareness material in the most problematic areas

(2) a business case and budget be developed, which would allow enforcement to be undertaken in a proactive way going forward and future issues be dealt with proactively, rather than reactively. All options be researched and presented to ensure the most efficient and effective strategy be implemented to support this

(3) an Environmental Champion be nominated by this Committee to oversee the implementation of an improvement plan to deal with the issues identified in the Special Expense areas in Melton Mowbray, with identified Officer support

(4) an educational approach be taken in the longer term and Officers develop a robust plan, in partnership with Melton Mowbray Town Estate, local residents' groups, Melton BID, MARS Pedigree Pet Foods and local schools/colleges. Such further report to be presented to this Committee and to the Rural, Economic and Environmental Affairs Committee.

##### 2.0 RECOMMENDATIONS

2.1 It is recommended that the Committee:

- (i) Notes the steps taken and progress made as described in this report.
- (ii) Notes the intention to receive a further report, as agreed at the meeting of 13<sup>th</sup> March, containing a Plan for the educational and environmental work in relation to dog fouling.

##### 3.0 KEY ISSUES

3.1 The Committee appointed Cllr Pearson to be the Environmental Champion and he convened a meeting of interested Members of the public who had approached the Council and key officers on 29<sup>th</sup> March 2017. From this various actions have been taken by the Council and the residents involved:

- ‘Dog Watch’ (campaigning Facebook Forum closely linked to Neighbourhood Watch’) has publicised the need for dog fouling to be reported to MBC in order to highlight its incidence, as well as arrange for its removal.
- Officers have inspected known ‘hot spots’ for the availability of bins in those areas, and where they have been found to be deficient, installed some additional bins.
- The group has compared its information on ‘hot spots’ based on the reports received. Dog Watch have identified a series of additional locations that were not identified because of complaints made to MBC and these will similarly be inspected for the incidence of bins, with more added where necessary.
- Posters have been produced to be applied to bins and other street furniture to:
  - (i) Increase awareness of the penalties for allowing dog fouling and ;
  - (ii) Raise awareness that bagged dogged fouling can be deposited in a regular bin and does not have to be a specialised disposal point.
- Dog Watch is in the process of seeking volunteers to ‘patch walk’ parts of the town and report fouling for cleansing and acquire information about regular perpetrators. To this end a public meeting was held on Saturday 6<sup>th</sup> May 2017 which was attended by Dog Watch and Neighbourhood Watch, a police representative, and representing the Council Cllrs Lumley, Freer and Faulkner and the head of Regulatory Services. One member of the public agreed to ‘patch walk’ his part of the town around his regular dog walking route and further publicity is to follow.
- A map has been provided in order that Dog Watch/Neighbourhood Watch can apportion parts of the town for ‘patch walks’ and also plot the incidences of fouling against the presence of bins, in order to identify any obvious gaps.
- Dog Watch have approached developers to ask if they would voluntarily provide bins as part of the development. This was well received by Westleigh who are developing at Leicester Rd (‘Melton Fields’), but declined by Persimmon in respect of their developments off Scafford Rd (‘Scholars Grange’).
- Discussion has taken place about developing a planning policy (in the emerging Local Plan) making such provision a requirement of future developments.

3.2 A meeting was held on 1st June 2017 to share the progress made and discuss the next steps. This meeting included a representative of ‘responsible dog ownership’ group who had approached the Council having been made aware of the campaigning undertaken by Dog Watch in particular and wished to share some ideas regarding incentivising responsible dog ownership, to run alongside increased awareness of enforcement provisions

3.3 Arising from this meeting a number of further actions were agreed:

- To consider a ‘take a bag – leave a bag’ scheme whereby dispensers would be positioned in key locations allowing dog walker access to disposal bags, and allow them to donate their own to maintain supply. Various examples of dispensers were discussed and samples of these are to be acquired for selection alongside identification of key locations for their installation.
- To develop the suggestion of deploying Parking Enforcement Officers and

community volunteers to assist with enforcement. It has been identified that the former are a possibility at a cost of £24.50 per hour and their focussed employment could assist with enforcement and deterrent.

- Liaison with North West Leicestershire DC. They have operated a similar campaign (albeit with a wider remit) which has generated sufficient funds in fines to offset costs associated with staffing and surveillance equipment, including a vehicle deployed to 'hot spots'.
- A higher profile of the reporting route on the MBC website, and suggestion that less reliance is placed on forms as it will deter reporters.
- A dedicated telephone option alongside those currently present for call made to the Customer Services Team, to minimise waiting times.
- Try to develop closer liaison with Mars 'Pet Friendly Town' initiative, particularly with regard to the educational dimension as it is understood they have already forged strong linkages with schools.

3.4 One issue that arose at the meeting on 1<sup>st</sup> June was that residents were concerned with the general standard of the environment in the Town Area. The concerns were not limited to dog fouling, but extended also to general littering, fly tipping, poor environmental maintenance etc. The Group considered that many of the steps described above would be equally helpful for these wider issues and wished to describe itself as 'Melton Matters' to address this wider remit. However it is recognised that appropriate Governance arrangements and understanding capacity needs further consideration, as well as identifying how related groups i.e. MEAP (Melton Environmental Action Partnership) fit into these arrangements so we do not replicate activities..

### 3.5 **Next Steps**

The Council is able to consider a 'Public Space Protection Order' (PSPO) under the Anti-Social Behaviour, Crime and Policing Act 2014 against the possibility of reliance on Community Protection Notices for which the legislation is already in place. This is to be reported to a future meeting for REEA Committee to address the relative merits and resource implications.

3.6 The outstanding issue from the meeting of 19<sup>th</sup> March is to develop a longer term Plan to drive improvements in the future, including educational aspects and suggestions for enhanced enforcement/deterrent. This will be submitted to a future meeting of this Committee initially, with referral to others depending on the intentions agreed.

### 4.0 **POLICY AND CORPORATE IMPLICATIONS**

4.1 The issue is considered to relate to both 'People' and 'Place' Corporate Priorities (in terms of creating an environment that meets people's needs and reducing crime respectively).

### 5.0 **FINANCIAL AND OTHER RESOURCE IMPLICATIONS**

5.1 The measures taken to date have resulted in an increase in use of resources in terms of;

- Installation and replacement of bins
- Purchase of 'warning' and informative stickers

- Increased incidences of reports of fouling and fly tipping.

5.2 At present these have been met from existing resources but the future steps may exceed those available and demand. The resource implications of additional measures will be included the report and plan referred to at para. 3.6 above.

**6.0 LEGAL IMPLICATIONS/POWERS**

6.1 There are no direct legal implications arising from this report at present.

**7.0 COMMUNITY SAFETY**

7.1 There are not expected to be any significant community safety implications as a direct result of this report.

**8.0 EQUALITIES**

8.1 There are no direct equalities issues or implication that should result from this report.

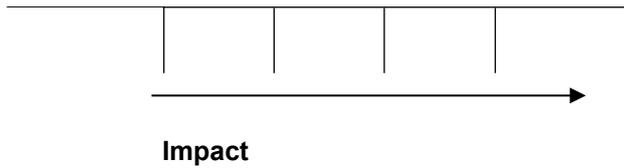
**9.0 RISKS**

**9.1 Probability**

↓

Very High A				
High B				
Significant C		2		
Low D				
Very Low E				
Almost Impossible F				
	IV Neg- ligible	III Marg- inal	II Critical	I Catast- rophic

Risk No.	Description
2	Aspirations cannot be met from existing or available levels of resources



## 10.0 **CLIMATE CHANGE**

10.1 There are no climate change implications as a result of this report.

## 11.0 **CONSULTATION**

11.1 None at present.

## 12.0 **WARDS AFFECTED**

12.1 All wards in the town centre including the Country Park would be affected

Contact Officer            J. Worley (Head of Regulatory Services)

Date:                         9<sup>th</sup> June 2017

Appendices :                None

Background Papers:        None

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## TOWN AREA COMMITTEE

19 JUNE 2017

### REPORT OF HEAD OF COMMUNITIES & NEIGHBOURHOODS

#### PROEJCT MANDATE AND BUSINESS CASE APPROVAL- PLAY EQUIPMENT

##### 1.0 PURPOSE OF REPORT

- 1.1 To seek members approval of the project mandate and Business case relating to install play equipment at play areas in Honeysuckle Way and Kirby Fields.

##### 2.0 RECOMMENDATIONS

###### 2.1 That the Members:

- (i) Approve the Project Mandate attached as Appendix A
- (ii) Approve the Business Case attached as Appendix B.

##### 3.0 BACKGROUND

- 3.1 A five year programme of capital expenditure on play area equipment and capital infrastructure requirements was agreed by members in November 2014.
- 3.2 The attached Project Mandate and Business Case (attached as Appendices A&B) is seeking approval for capital expenditure on play areas Kirby Fields and Honeysuckle Way. Replacement equipment was originally programmed in for these sites last year and if approved, the original 2014 renewal and replacement programme will be brought back up to date
- 3.3 The Business Case provides further information on the Strategic Fit, Options Appraisal and Achievability of the project.

##### 4.0 POLICY AND CORPORATE IMPLICATIONS

- 4.1 There are clear links to priorities within the Council's Corporate Plan in relation to Place and People themes..

##### 5.0 FINANCIAL & OTHER RESOURCE IMPLICATIONS

- 5.1 The Business case members are being asked to approve identifies a budget of £18,000 is required to carry out the installation and subject to members approval this will be resourced from the Play Equipment Renewal and replacement fund and form part of this committee's capital programme for 2017/18.

##### 6.0 LEGAL IMPLICATIONS/POWERS

- 6.1 There are no specific implications arising from this report. .

**7.0 COMMUNITY SAFETY**

7.1 There are no direct links to community safety arising from this report.

**8.0 EQUALITIES**

8.1 There are no direct links, however the replacement equipment options and choices will include consideration for specialist equipment suitable for those with limited ability

**9.0 RISKS**

9.1 There are no immediate risks identified forms this report.

**10.0 CLIMATE CHANGE**

10.1 There are no climate change issues directly arising from this report.

**11.0 CONSULTATION**

11.1 An assessment is undertaken when every play equipment is considered for replacement, this includes need, usage and community value. The Project Mandate and Business will also be discussed at the Council's Programme Board on 19<sup>th</sup> June 2017. A verbal update from the Board meeting will be presented to this committee.

**12.0 WARDS AFFECTED**

12.1 All wards are affected.

Contact Officer: Harry Rai/Raman Selvon

Date: 10 May 2017

Appendices: Appendix A- Project Mandate  
Appendix B- Business Case

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## “Project Mandate”

### Appendix A

Meeting:  
Programme  
Board  
Date:  
March 2017

Report by:  
Raman Selvon

Job title:  
Waste &  
Environmental  
Maintenance  
Manager

Service:  
Environmental  
Maintenance

Status: First  
Draft

Subject:  
Play  
Equipment  
renewal

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1 Purpose of report

To seek the release of capital funds for new play area equipment at play areas Honeysuckle Way and Kirby Fields programmed for replacement in 2017/18.

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2 Recommendations

To agree release of up to £18k from set aside monies for the purchase of 2x new multi play unit 1 for each play area ‘Honeysuckle Way’ and ‘Kirby Fields’

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### 3 Background

A five year programme of capital expenditure on play area equipment and capital infrastructure requirements was agreed by members in November 2014.

However in 2015/16 unforeseen capital expenditure outside of that programme was required and expended on new equipment for play areas 'the Crescent', 'MCP Visitors centre' and 'Baldocks lane'. This expenditure was essential and replaced the programmed renewal works planned for that year.

Around half of the programmed equipment replacements originally due in 2015/16 were achieved in 2016/17 through approved capital expenditure at Salford Brook and West Green Avenue play areas.

This mandate is seeking approval for capital expenditure on play areas Kirby Fields and Honeysuckle Way. Replacement equipment was originally programmed in for these sites last year and if approved, the original 2014 renewal and replacement programme will be brought back up to date.

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### 4 Legal, financial and IT implications (please identify any system admin responsibilities)

Play areas require regular inspection and examination of all equipment. These weekly inspections inform both the maintenance and replacement demand which were used in part to develop the replacement programme. The agreed programme ensures the council is keeping its facilities safe and appropriate for its residents and ensures the councils liability for any incidents or accidents that relate to play area equipment and or apparatus is kept to the minimum achievable.

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### 5 Initial Assessment of risk

There is little risk in regards to following the replacement programme as generally only renowned and national companies are invited to quote for replacement equipment giving an assurance of quality, longevity and on-going support. Failing to renew play equipment as required will greatly increase the liability of the Council for any equipment failures and associated incidents or accidents.

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### 6 Equalities and diversity and staffing implications

Replacement equipment options and choices will include consideration for specialist equipment suitable for those with limited ability. There are no diversity or staffing implications as a result of this mandate.

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**Business Case:****Play Area New equipment 2016/17 detailed within the  
'Play Area Renewal and Replacement Programme'  
June 2017****B 1 - General**

To seek member's approval for the installation of new play equipment at a Kirby Fields & Honeysuckle Way Play Areas, as outlined within the project mandate associated with this project and as identified for renewal last year within the 'Play Area Renewal and Replacement Programme' approved by the councils Community and Social Affairs Committee on 12/11/2014.

**B 2 –Service / Service / Function**

The councils Communities and Neighbourhoods section is responsible for the Boroughs play strategy which includes the children's play area provision in Melton Mowbray. Management responsibility for these facilities lies with the councils Environmental Maintenance Team (EMT) through the provision of regular (weekly) inspection together with on-going maintenance and repairs when necessary. The addition of an approved overarching renewal and replacement programme which details all the expected capital requirements for all the sites, now actively ensures that at all times council play sites meet with current health and safety requirements are equipped with apparatus that is safe and secure and are sites that are attractive and welcoming to both local, regular and occasional users.

**B 3 – Strategic fit**

The proposal outlined in this business case is in line with current policy and is designed to facilitate safe, attractive and desirable play areas and play facilities that best meet the preferences of regular local users as well as offering attractive activities for tourists and other Borough visitors. The initiative fits well with increasing community and social cohesion as well as encouraging healthy active leisure activities that help combat problems of obesity as well as mental and physical fatigue. This installation is in line with renewal programme policy that states that the inclusion of equipment for those less able will always be considered where practical and possible during periods of equipment renewal or replacement.

#### **B 4 - Options appraisal**

Play area equipment for capital schemes is almost exclusively purchased directly from, supply and install companies. There are effectively no other options as lease or hire is not generally appropriate or available. The companies identified for capital purchases in line with the approved renewal and replacement programme are mostly leading well-established and reputable companies giving long term validity to guarantees, consistency in regards to expected quality and performance and the security of a respected long established firm with a widely accepted reputation for good service and customer satisfaction

#### **B 5 - Achievability**

All equipment selected will be from such reputable specialist supply and installers most of whom have previously been contracted by us for similar play area work, and who have indicated their availability to supply and install within a reasonable timescale upon confirmation of an order and accordingly no achievability issues are envisaged.

#### **B 6 - Legal Issues (if applicable)**

All the equipment purchased will be fully compliant with current play area health and safety regulations and will be installed by experienced qualified professional installers. Upon installation all new equipment receives a robust installation inspection from a third party qualified inspector prior to sign off. Going forward as is the case now the new facilities will receive regular weekly inspections supplemented by more in depth quarterly and annual inspections, and accordingly there are not expected to be any legal issues.

#### **B 7 Specification**

The specifications were drawn up with regards to achieving new equipment that is like for like or of the play value required. The optimum design/scheme will have been selected, from a number of submissions provided for consideration from both leading play equipment suppliers as well as some smaller companies with substantial experience and examples of satisfactory previous undertakings.

#### **B 8 - Financial Implications**

##### **Capital**

The Play areas that will receive new equipment as a result of this business case are Kirby Fields & Honeysuckle Way. Members may wish to note that maintaining the play sites as far as is practicable in line with the Replacement and renewal programme is now starting to reduce the overall service maintenance cost with this years maintenance budget has been reduced by £5k

	<b>£</b>	<b>Comment</b>
<b>Initial Costs</b>	<b>£9k</b>	<b>Kirby Fields</b>
	<b>£9k</b>	<b>Honeysuckle Way</b>

	<b>£18k</b> <i>All prices Exclude VAT but include discounts of 15% to 20% Total cost £18k</i>	<i>£30k of funding is available within the play equipment renewal and repair fund of which only £18k is required during 2017/18 for the purchase of new equipment. The remainder will be utilised in future years.</i>
<b>Net Cost</b>	<b>£18k</b>	
<b>Phasing</b>	<b>NA</b>	<b>-</b>

### B 9 – Project Scoring Matrix

<b>Scoring – for your project – calculate the points.</b>			
<b>Criteria</b>	<b>1 Point</b>	<b>2 Points</b>	<b>3 Points</b>
<b>Cost £ (budget, time and human resource)</b>	<b>&lt;£10k</b>	<b>£10k - £50K</b>	<b>&gt;£50K</b>
<b>Timescale</b>	<b>&lt; 6 months</b>	<b>6 – 12 months</b>	<b>&gt; 12 months</b>
<b>Impact if project failed on the organisation</b>	<b>Minor disruption</b>	<b>Moderate</b>	<b>Major</b>
<b>Melton's Track Record</b>	<b>Done Successfully Many Times Before</b>	<b>Done Successfully Once or Twice Before</b>	<b>New Area of Working</b>
<b>Stakeholder Interest (internal and external)</b>	<b>Minimal</b>	<b>Moderate</b>	<b>Major</b>
<b>Project Complexity</b>	<b>Straight-forward</b>	<b>Moderately Complex</b>	<b>Highly Complex</b>
<b>TOTAL</b>	<b>3</b>	<b>6</b>	<b>0</b>
<b>OVERALL SCORE</b>	<b>2+1+2+1+2+1=9</b>		

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## TOWN AREA COMMITTEE

19 JUNE 2017

### REPORT OF HEAD OF CENTRAL SERVICES AND HEAD OF REGULATORY SERVICES

#### MELTON TOWN CENTRE AUDIT REPORT

#### 1.0 PURPOSE OF REPORT

- 1.1 To provide Members with information on a recent access audit of Melton Town Centre with the view of producing an action plan of the issues which were identified. This report went to REEA on 7 June 2017 and was referred to this Committee for consultation and to provide any feedback to influence any future action plan.

#### 2.0 RECOMMENDATIONS

#### 2.1 That the Committee:

- (i) **Notes the findings of the report**
- (ii) **Provides feedback to be included in a future report and action plan to go to the Rural Economic and Environmental Affairs Committee**

#### 3.0 BACKGROUND

- 3.1 Last year, Councillor Cumbers together with officers of the council met with the Chair of the Melton Access Group to discuss a number of accessibility issues which the group had raised about the town centre. The meeting concluded that the appropriate channel to further explore these issues would be to invite the Chair to a meeting of the Equalities Steering Group (ESG).
- 3.2 At a meeting of the ESG the Chair of the Access Group outlined some of his concerns which included; 'A' boards littering the street and making access difficult for people with visual and mobility impairments; difficulty in accessing a number of shops; too many cars using the pedestrian centre for access and then parking inappropriately; the use of seating/benches for 'A' boards restricting places for people to sit.
- 3.3 The ESG felt that a more in-depth assessment of the town centre was required in order to make an informed decision. As a result, the Centre for Accessible Environments (CAE) was commissioned to undertake the access audit. The CAE is a leading authority on inclusive design and has been in operation for over 40 years. Promoting Melton as an accessible place to visit, stay and shop could see a boost in its viability and amount of spend.
- 3.4 The access audit took place in July 2016 and consisted of a walkthrough of the town centre over a period of two days. It considered a number of inclusive design issues such as; how town centre information is presented on the council's website, way-finding and signage, parking, crossings, vertical and horizontal circulation, sanitary & welfare accommodation, street furniture, local shops and stalls.

- 3.5 A very detailed report of the auditor's findings was produced. A list of the actions relevant to Melton was presented to the Governance Committee in November 2016. Subsequently, a number of meetings have taken place with officers to decide who is responsible for each action identified. The most up to date list of these actions is attached at **Appendix A**. These are now in the process of being prioritised.
- 3.6 The action plan will also take into account the limited resources and funding. It is worth noting that some of the proposals related to Property have already been included in the support and maintenance programmes and some of the findings are to influence work around car parking and toilets.
- 3.7 Officers have also identified a number of proposed actions that are outside the remit of the Melton Borough Council. These have been forwarded to the appropriate authorities and progress recently sought. At the time of writing and despite follow up action being taken, we are awaiting a response.
- 3.8 It is important that development of the prioritised action plan involves relevant local groups (such as the access group or the one which replaces it). This gains their much needed input and is an important requirement in advancing equality of opportunity for disabled people and other protected groups.

#### 4.0 **POLICY AND CORPORATE IMPLICATIONS**

- 4.1 This report covers impacts on the Corporate priorities: 'promote a vibrant and sustainable economy, focused on growth and prosperity; Developing a thriving Melton Mowbray Town Centre that is at the heart of the Borough; supporting the most vulnerable to overcome disadvantage in order to live independent lives.

#### 5.0 **FINANCIAL & OTHER RESOURCE IMPLICATIONS**

- 5.1 There are possible long term financial implications in relation structural changes and upgrading the signage for example. When there is a clearer picture from the prioritised action plan it will be more feasible to consider what can be achieved within the funding available.

#### 6.0 **LEGAL IMPLICATIONS/POWERS**

- 6.1 There are no specific implications arising from this report. However, failure to comply with the public sector equality duties could result in the Council facing a legal challenge and its reputation being damaged.

#### 7.0 **COMMUNITY SAFETY**

- 7.1 There are no direct links to community safety arising from this report.

#### 8.0 **EQUALITIES**

- 8.1 The aim of the accessibility audit is to provide better access or 'inclusive design' for residents of Melton Borough Council including those with protected characteristics such as older people, disabled people and those who are pregnant or have young children. This is also a good opportunity to advance equality of opportunity for protected groups.

## 9.0 **RISKS**

9.1 There are no immediate risks identified from this report.

## 10.0 **CLIMATE CHANGE**

10.1 There are no climate change issues directly arising from this report.

## 11.0 **CONSULTATION**

11.1 Melton Access Group raised the issues in the first instance and met with Councillor Cumbers, officers and the ESG. There will be the opportunity to take forward the priority actions in partnership with the group and other relevant groups and agencies.

## 12.0 **WARDS AFFECTED**

12.1 All wards are affected.

Contact Officer: Martyn Bowen

Date: 10 May 2017

Appendices: Appendix A- Action List

A: Town Centre Audit action plan.

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## APPENDIX A

Item	Location	Heading	Feature	Description, Measurements and Observations	Recommendations	Update/actions	Owner
1	Throughout	Communication	Website	Melton Council website provides information regarding the Blue Badge scheme however there is no information indicating the location of accessible bays in the town. There is no additional accessibility information.	Management should utilise existing channels of communication such as the website to disseminate relevant accessibility information in a cost effective manner.		MB/SC
2	Throughout	Communication	Phone app	<b>The Melton BID</b> has an existing mobile telephone app available which provides details and information on various eateries, accommodation, events, etc. within the town and surrounding district.	Council Management should investigate the possibility of working with <b>Melton BID</b> to develop the app and include accessibility information which will benefit a broad range of users including people with young families, a person who has a visual and/or hearing impairment, etc. Providing cross departmental information is a cost effective manner by which to disseminate information.	Melton Bid has just redeveloped town centre app. Work with Melton BID to ensure future iterations of the app includes information regarding access.	TCM
3	Throughout	Communication	Website	A map of the town is provided on the website however this provides a broad view only. An additional sign which provides information such as accessible pedestrian routes, for example the Parkside path connecting the train station and the town, or accessibility information such as accessible parking bays is also desirable. A Heritage Trail 3D map available in Wilton Street carpark detailing 1:12 pedestrian routes through the town could be adapted to include additional accessible features/facilities.	Management may wish to adopt a version of the 3D Heritage Trail map for the existing website and include features/facilities such as accessible WCs, changing Places, parking bays, etc. Information should include a description of the facilities as well as information on location. A contact name and number/email address should also be included.	Full details as suggested included in Trail and app	TCM
4	Throughout	Communication	Information	Re. Information	When this information is made available Management should contact relevant interested parties for example coach companies, local access groups and tourism networks with the possibility of creating a link to their websites to circulate relevant information.		TCM
5	Melton Train Station	Communication	Signage	One of the main arteries into the town is the train station located directly behind the Council building. Pedestrians can access the town to the right along Burton Road or via a path adjacent to the park to the left. There is no map/signage to indicate the routes leading towards the town.	Management should liaise with the appropriate authority to provide signage which is readily identifiable from exit points, for example free-standing map-based totems and fingerposts, and which provides relevant information regarding pedestrian routes for example gradients. Selecting an appropriate product will depend on the scheme objectives and footway space available.	Finger post signage to be revised throughout the town centre including from the new map and signage been sited in Burton street car park	TCM
6	Throughout	Communication	Signage	Re. Signage.	A long term strategic plan should be developed regarding provision of signage, including informational and wayfinding, throughout the town. Relevant stakeholders should be included in this process for example Melton Mowbray Tourism to help ensure a coordinated approach is adopted, duplication is avoided and that the needs of all users are met.	Finger post signage to be revised and updated	TCM
7	Throughout	Communication	Information	Re. Informing potential users of pedestrian routes.	In the interim ensure the crossfall gradient is included in relevant information until such times as it can be reduced. Following upgrading the information should be promptly removed.	Investigate if information can be included on Melton BID and/or website.	MB/SC/PROPERTY
8	Throughout	Health & Safety	Foliage	There are trees from station side overhanging the path which can create a hazard particularly for a person who is blind or has a visual impairment.	Trim foliage and maintain at a height no lower than 2.1m. No cost is provided as this item can be included in an existing routine maintenance plan.	Work will be undertaken as part of R&M programme	PROPERTY
9	Throughout	Health & Safety	Foliage	There are trees from Council property overhanging the path which can create a hazard particularly for a person who is blind or has a visual impairment.	Refer to previous comment regarding maintenance of foliage.	Work will be undertaken	PROPERTY
10	Throughout	Communication	Information	Re. Informing potential users of pedestrian routes.	Refer to the previous comment regarding informing users through existing communication channels.		TCM
11	Parkside	Communication	Signage	The post mounted signage is positioned out of the line of travel. The sign states that this is a permissive path to the market place and is presented in upper and lower case white text which is visually contrasted from the dark green backing board. However the size of the text may make it difficult to read from a seated position.	Supplement existing signage with an additional sign (similar to image shown) set at maximum 1500mm centre above ground level. The sign can be mounted on the existing post.		PROPERTY
12	Parkside	Horizontal circulation	Dimensions	Initially the path measures 1250mm wide however there are sections measuring 1750mm which is marginally less than the required 1800mm passing place for two wheelchair users meeting. The passing places do not extend 2000mm in length. The passing places cannot be seen due to a curve in the path and therefore should be provided every 50m.	Extend and lengthen the passing places to 1800mm x 2000mm. These should be provided with 50m between where a person cannot see the passing place. (it is recognised that as this may be a permissive path, there may be limitations on improvements the Council is able to make. If this is the case, perhaps there should be a disclaimer notice of some type displayed and the Council may wish to approach the landowners to see if the recommended improvements could potentially be made).	Action to be taken forward and ask for quotes to undertake the work.	PROPERTY
13	Parkside	Horizontal circulation	Foliage	Foliage encroaches on sections of the path reducing circulation to less than 1000mm wide.	Refer to previous comment regarding maintenance of foliage.		EM/PROPERTY

14	Parkside	General	General description	At the time of the audit the path through the park was a quiet, pleasant route which should be suitable for a person with a neurological condition who requires a calm quiet place away from traffic and general noise.	A description of the atmosphere along this route should be included with accessibility information on the website.		TCM
15	Parkside	Vertical circulation	Railing	Railings are provided on this section of the path however the guard railings are set at 780mm-1425mm above ground level which is lower and higher respectively than required.	When upgrading provide handrailing set between 900mm-1000mm above ground level. Refer to Appendices accompanying this report for further details on profile and dimensions.	Low priority	PROPERTY
16	Parkside	Vertical circulation	Railing	Railings are provided on one side of the path. A handrail on both sides will assist a person who has a weakness on one side of their body on ascent and decent of the incline.	Provide an additional handrail to the other side of the incline set at 900mm-1000mm above ground level. The handrail should contrast visually from the surrounding surface to enable ease of identification of the fixture. The handrail should have a 50mm diameter (or oval profile measuring 50mm x 38mm), set 60mm-75mm from the surrounding surface and provide adequate hand slippage resistance. In addition when upgrading the existing railing incorporate a grippable handrail. Refer to Appendices for further guidance.	Repairs & Maintenance programme	PROPERTY
17	Throughout	Communication	Information	Many signs provided throughout the town have large amounts of information in small text and are often positioned behind ageing/yellowing Perspex, all of which can present a barrier particularly for a person who has reduced vision, reading difficulties or whose first language is not English.	Refer to the previous comment regarding a long-term strategic plan for signage throughout the town. Content on signage should be presented in Plain English and intelligible to help create an inclusive destination for a broad range of users. Refer to Appendices accompanying this report for further guidance.	Heritage trail signage will be updated as part of Melton Bid project.	TCM
18	Throughout	Street furniture	Benches	Re. Important dimensions.	It is helpful to produce a Street fixtures guidance document to record important dimensions and features (often called an Access Manual) or include this information in a Maintenance Manual or Streets Design Guide to ensure that relevant staff are aware of this information prior to procurement of replacement and new fixtures and fittings.	Low priority cannot afford this due to the high financial implications.	EM
19	Throughout	Street furniture	Benches	Re. Important dimensions.	Refer to the previous comment regarding recording of important dimensions within an Access Manual.		EM
20	Throughout	Communication	Information	Information regarding accessible parking is not provided on the Council website.	Management should accumulate information on all available accessible bays describing fully the location, facilities and approximate walking distance to amenities. The information should be made available on the Council website.		PROPERTY
21	Throughout	Telephone box	Contrast	The telephone box has a sheet-metal finish which provides reflective surfaces to aid identification however the item would benefit from additional visual contrast. The item is set out of the line of travel which is correct.	On future planning applications for siting telephone boxes of this type, visual contrast should be considered at floor and eye level, for example a minimum 150mm deep visually contrasting band at 900mm and 1500mm centreline and around the base of the unit.		PLANNING
22	Wilton Road WC facilities	Communication	Signage	There are WCs provided on Wilton Road. There is a sign directly over the doors which is visually contrasted from the backing board and an internationally recognised wheelchair system to aid identification of the facilities.	When upgrading include symbols on signage. Tactile signs (embossed symbol, text and braille) are strongly recommended for the toilet doors, at 1500mm centreline.	To be included within the new public conveniences	PROPERTY
23	Wilton Road WC facilities	Sanitary & welfare	General description	The WCs are turnstile entry and are attended. There are plans to relocate the WCs within the public carpark on Wilton street. When upgrading semi-automatic WCs are being considered. The accessible WC is operated by a Radar Scheme key.	If proposed relocation of takes place it is recommended that a design appraisal is carried out by an Access professional prior to commissioning of works.	A quote will be obtained for the access of professional's services.	PROPERTY
24	Wilton Road WC facilities	Sanitary & welfare	Signage	The WCs are not open on Sundays. There is signage to indicate opening hours of the facilities and information regarding alternative facilities.	This information should be made available locally and on the council's website. Many people are unable to leave home without reliable access to toilets.		PROPERTY
25	Throughout	General	Trip hazard	Rubbish and leaves were gathering outside the accessible WC door. Leaves and rubbish can create a trip/slip hazard particular when wet.	Ensure all pedestrian routes remain free from leaves and general rubbish. This item can be included in an existing maintenance programme.		EM
26	Throughout	Communication	Signage	There is a tourist information sign set at 1450mm centre above ground level which is an accessible height however the sign is finished in Perspex which is reflective and may present a challenge for a person who has reduced vision. In addition text on the sign is very small and the sign requires cleaning which further exacerbates the issue.	Refer to the previous comment regarding a strategic plan between stakeholders to help eliminate duplication of signage.	This signage will be removed and new signage has been installed in Wilton Road car	TCM
27	Wilton Road adjacent to WC facilities	Communication	Signage	There is an additional sign (on the right in the image above) which welcomes visitors to the town and includes a 2D map. The sign is set at 1750mm above ground level which is higher than recommended and may present a challenge for a person in a seated position.	Lower the sign to 1500mm centre above ground level.		PROPERTY
28	Wilton Road adjacent to WC facilities	Communication	Signage	The sign requires cleaning.	Clean the sign and ensure that the item is entered into a routine maintenance programme.		EM

29	Wilton Road adjacent to WC facilities	Communication	Information	There is a Visitors' Guide holder adjacent to the doors leading into the WCs. The red painted holder is visually contrasted from the surrounding surface however there were no guides available.	If guides are available refill stocks and ensure this action is carried out at regular intervals. However if guides are no longer available the holder should be removed and a permanent display of information provided instead.	Will be relocated onto new tourism signage in Wilton Road	TCM
30	Wilton Road carpark	General	General description	The car park appears less than ideal and may benefit from a new design layout, for example at present the taxi rank is adjacent to a narrow 555mm footpath with the result that passengers must alight on the side of moving traffic. In addition there is no designated safe pedestrian route through the carpark which is undesirable for all users including people using accessible bays, those alighting from coaches or families with young children. A full review and proposal is beyond the remit of this audit.	Management should consider upgrading the layout of the carpark. Feedback should be sought from representatives of local groups including the Council Access and Equality Groups. Proposals should be appraised/reviewed by a qualified Access Consultant prior to commencement of works to help avoid the need for expensive retrofit costs.	The existing layout of Wilton Road car park is far from satisfactory and would welcome redesign. This fits in with the recommendations coming out of the public convenience review - Part of capital programme	PROPERTY
31	Wilton Road carpark	Health & Safety	Pedestrian route	Re. Lack of pedestrian route through the carpark.	In the interim it is recommended that a clearly demarcated pedestrian route(s) is/are provided through the carpark to help reduce the risk of potential collisions between pedestrians and vehicles.	Repairs and maintenance programme	PROPERTY
32	Wilton Road carpark	Communication	Signage	Motorists should be made aware that pedestrians may be crossing over the vehicular route.	A sign to caution motorists (similar to the image shown) should be provided prior to the pedestrian route.		PROPERTY
33	Wilton Road carpark	Horizontal circulation	Trip hazard	There is a 15-20mm upstand adjacent to Mobility and Lifestyle which creates a potential trip hazard.	Eliminate the upstand.	To investigate this	PROPERTY
34	Wilton Road carpark	General	General description	There are recycling facilities within the carpark. The bins slots range between 1150mm-1470mm above ground level which is marginally higher than upper limits of recommended reach heights however a full assessment is beyond the remit of this report. From an aesthetic/visitor point of view these are poorly positioned at the exit to the carpark.	Consideration should be given to relocating the bins.	Part of wider design - see number 30	PROPERTY
35	Wilton Road carpark	Accessible parking bays	Signage	There are seven accessible bays provided in a row with an additional two adjacent to the coach parking area. The seven bays are marked on the ground and have a post mounted sign however signage is set at 760mm centre above ground level level and is not readily seen when cars are parked.	When upgrading raise the signs so that the lower edge is set at 1000mm above ground level. This item can be included in an existing upgrading programme.	Part of wider design - see number 30	PROPERTY
36	Wilton Road carpark	Accessible parking bays	Ground markings	The bays measure a generous 3600mm wide plus an additional 1100mm transfer area on each side. The bays measure 4580mm long which is marginally less than the 4800mm required and do not have a rear 1200mm transfer area marked out at the rear to create boot or hoist access.	When upgrading Management should take the opportunity to provide 4800mm long bays with an additional 1200mm cross-hatched transfer area to the rear. This item can be included in a long-term upgrading programme or during a new layout/design of the carpark whichever comes sooner.	Part of wider design - see number 30 - information to be passed onto the architect	PROPERTY
37	Wilton Road carpark	Accessible parking bays	Ground markings	The additional accessible bays are clearly marked on the ground and are approximately 7.2m in length. However the bays are 3300mm wide each which is less than required i.e. 2 x 2400mm spaces plus 3 x 1200mm transfer areas i.e. 8400mm.	Extend the bays to the required width to include transfer areas. Refer to Appendices accompanying this report for further guidance.	Repairs & Maintenance - information has been passed onto to architect	PROPERTY
38	Wilton Road carpark	Accessible parking bays	Signage	There is no post mounted signage to clearly identify the bays.	Provide post mounted signage where the bottom edge of the sign is set at 1000mm above ground level.	Included in Repairs & maintenance for 2017/18	PROPERTY
39	Wilton Road carpark	Health & Safety	Pedestrian route	As stated previously any person exiting their accessible vehicle or alighting from a coach must move across either the entrance or exit to the carpark.	Refer to the previous comment regarding a demarcated safer pedestrian route through the carpark.		PROPERTY
40	Wilton Road carpark	Communication	Signage	As stated earlier there is an excellent Heritage Trail 3D map of the town which includes a 1:12 pedestrian route. The sign is set at 1680mm centre above ground level which is higher than recommended for some user groups including a person in a seated position.	Contact the relevant department to inform them that this sign should be lowered to 1500mm centre above ground level to accommodate a broad range of users including a person in a seated position or a person of limited stature.		TCM
41	Wilton Road carpark	Street furniture	Benches	Benches located on the island have a seat height set at 390mm which is lower than recommended. All of the benches are visually contrasted from surrounding surfaces and have arms to provide leverage if required when rising and lowering.	During routine upgrading provide an item which has a set height set at 475mm-520mm above ground level with arms to create leverage if required.	Work will be undertaken	EM
42	Wilton Road carpark	Ticket dispensing machines	Kerb	For a person who finds a step challenging and who is not a Blue Badge Scheme holder there is a 115mm step at the ticket dispenser machine. The controls are set at 1215mm-1370mm over the step.	Consider plinth free machines in future and consider a range of user heights.	Work will be undertaken	PROPERTY
43	Wilton Road	Street furniture	Benches	There are two benches on the footpath adjacent to the coach parking bays. Seat heights are set at 445mm above ground level which is lower than recommended and do not have arms to provide leverage if required.	During routine upgrading provide an item which has a set height set at 475mm-520mm above ground level with arms to create leverage if required.		EM

44	Wilton Road	Street furniture	Contrast	In addition the benches are insufficiently contrasted visually from surrounding surfaces making them difficult to identify for a person who has a visual impairment. See the accompanying tonal image.	Paint the benches to provide at least 30 points visual contrast difference from surrounding surfaces.		EM
45	Wilton Road	Communication	Signage	Two routes can be taken from the carpark area towards the pedestrian area of the town i.e. Norman Way to the left and High Street on the right. The route leading towards High Street has been described above. Norman Way route will be described later in the report. Aside from the maps detailed previously there is no directional signage to indicate amenities from this point.	Refer to the previous comment regarding provision of signage as part of a long-term strategy.		TCM
46	Wilton Road	Health & Safety	Behaviour study	Within a short space of time it was observed that several elderly persons crossed Wilton Street within close proximity to the carpark and did not walk to the controlled crossings. At one point a lorry stopped to allow an elderly couple progress from the island towards the carpark and they proceeded to walk across the second lane of traffic with a vehicle coming that could not have seen them as the lorry would have obstructed the view. Thankfully the vehicle stopped in time however this situation appears to be extremely dangerous.	A longer study of behaviour should be carried out within this area, particularly on Market Day as it is beyond the remit of this audit to determine if these were once-off incidents or are regular occurrences. Depending on the outcome of the study it may be necessary to introduce an additional desire line/crossing point on Wilton Road. Also see the following comment.	Discuss with Martyn Bowen. However EM and property recognise its dangerous and measures have been taken previously. Some onus also needs to be on the part of the pedestrian.	MANAGEMENT
47	Wilton Road	Health & Safety	Coach parking	Re. Alternative coach parking.	If an additional crossing is deemed unacceptable Management should consider an alternative site for the existing coach parking facility. The potential site should eliminate the need to cross a busy vehicular route or which provides a controlled crossing within close proximity to facilitate an ageing demographic. Alternatively a park and ride facility on the outskirts of town could be considered. WC facilities would be required at alternative site.		MANAGEMENT
48	Wilton Road	Horizontal circulation	Bollard	Although the blue bollards were generally found to have sufficient visual contrast with surrounding surfaces those on the approach to Norman Way junction where covered in dirt, presumably from spray from vehicles, which reduced the level of contrast for pedestrians.	In addition to cleaning the bollards it is recommended that a 150mm contrasting strip is provide at the base and top of the bollards.		EM
49	Wilton Road Norman Way junction	General	General description	There are two islands to negotiate on the crossing on Wilton Street and Norman Way junction. This layout could be confusing for many people	Management should take this into consideration when compiling and disseminating information regarding the most accessible route leading towards amenities. Pedestrians should be allowed to make up their own mind rather than stating the route is not accessible for specific user group.		TCM
50	Norman Way	Horizontal circulation	Information	Re. Informing potential users of pedestrian routes.	Refer to the previous comment regarding informing users through existing communication channels.		TCM
51	Norman Way	Street furniture	Benches	There are no benches provided to provide resting places along the path. It is recommended that benches/perch are provided at 50m intervals to create resting areas.	Refer to the previous comment regarding provision of benches/perch, preferably at no more than 50m intervals.	Low priority	EM
52	Nottingham Street carpark	Accessible parking bays	Ground markings	There are four accessible bays provided in the carpark on Nottingham Street. The bays are not signed but are clearly identifiable as these are adjacent to the entrance and are demarcated in bright yellow. The bays measure 2460mm wide and have 1200mm transfer areas on each side. The bays are shorter than required i.e. 4120mm instead of 4800mm. There is a 1200mm transfer area marked to the rear.	When refreshing markings, extend length of bays to create 4.8m long accessible bays with 1200mm marked as a transfer/safe zone beyond that. This may result in the need to relocate the bays to another location in the carpark if this action restricts the entrance/exit for all vehicular traffic although this needs to be considered against any considerable increase in travel distance. This item can be included in an existing maintenance programme.	Action will be taken	PROPERTY
53	Nottingham Street carpark	Accessible parking bays	Signage	There is no post mounted signage to clearly identify the bays.	Provide post mounted signage where the bottom edge of the sign is set at 1000mm above ground level.	Action will be taken	PROPERTY
54	Throughout	Communication	Contrast	There is signage to indicate that High Street is a pedestrianized zone. The pole on which the sign is mounted is inadequately visually contrasted from surrounding surfaces and may be difficult for a person with reduced vision or colour acuity to identify with ease.	Refer to the previous comment regarding provision of visual contrast on posts/columns to assist a person who has reduced vision.		EM
55	Throughout	Communication	Signage	All traditional post mounted signage throughout the town are identical in colour and visual contrast to the item detailed above.	To avoid repetition this item will not be detailed for individual signs unless these deviate from the norm.		EM

56	Throughout	Communication	Signage	Signage within the pedestrian areas is presented in a traditional fingerpost style. Text on the sign is all uppercase, in a text size which may be difficult to read from a seated position and visual contrast between the text and backing board is less than adequate. These factors combined create a barrier for some people i.e. a person who has reduced vision, has a reading difficulty or a person whose first language is not English.	It is recommended that this traditional style signage is supplemented with additional intelligible signage set at maximum 1500mm above ground level. However supplementation should be provided as part of the long-term strategic plan discussed earlier in this report to ensure this can be provided in a cost effective manner while meeting the needs of all user groups.	Will be reviewed and updated	TCM
57	Throughout	Communication	Contrast	As stated this type of signage is located throughout the town centre. On the Town Square it can be seen how the use of adequate visual contrast significantly improves legibility of information.	Refer to the previous comment regarding provision of signage as part of a long-term strategy.		TCM
58	High Street	Street furniture	Benches	Benches positioned along the street are set out of the line of travel, are adequately contrasted with surrounding surfaces and have arms to create leverage if required when rising and lowering. However the benches have a seat height set at 425mm above ground level.	During routine upgrading provide an item which has a set height set at 450mm-500mm above ground level with arms to create leverage if required.		EM
59	Throughout	Street furniture	Benches	There are similar benches provided throughout the pedestrian area of the town. The benches are all identical i.e. adequately contrasted from surrounding surfaces, with arms to create leverage if required when rising and lowering and a seat height set at 425mm above ground level.	During routine upgrading provide an item which has a set height set at 450mm-500mm above ground level with arms to create leverage if required.		EM
60	Throughout	Street furniture	Traffic calming	Re. Bollards.	As an alternative to bollards as a method of traffic calming/discouraging encroachment of vehicles onto pedestrian areas more aesthetically pleasing methods could be employed i.e. strategically positioned structurally robust planters.		EM
61	High Street	Communication	Signage	There is a plaque on High Street adjacent to the entrance to Wilton Road. The sign depicting the Heritage of High Street has a sloped top with the bottom edge set at 1060mm which may present a challenge for a person in a seated position or a person of limited stature. In addition the sign is under ageing/yellowing Perspex and has a large amount of very small text, both issues making it difficult to read the information.	Refer to the previous comment regarding a long-term strategic plan regarding effective signage provision.		EM
62	Town Centre	Communication	Information	The monument in the centre of town provides an accessible height seat set at 490mm above ground level and acts as a navigation and orientation marking which is particularly useful for some user groups for example a person with a neurological condition.	Refer to the previous comment regarding compiling of information and include the monument as a navigation/orientation point.		TCM
63	Nottingham Street	Street furniture	General description	There are benches positioned horizontal to the line of travel. There is café style furniture outside a retail unit adjacent to the benches reducing horizontal circulation down to 1120mm effective clear width and increasing the possibility of a collision for a person who has reduced vision.	Reposition the street furniture in line with the direction of travel to provide maximum horizontal circulation and reduce the possibility of a collision.		EM
64	Nottingham Street	General	Signage	On Nottingham Street there did not appear to be any signs indicating the WCs available in St. Mary's Way carpark.	Provide signage to indicate the WCs. The signage should include symbols which visually contrast from the backing board of the sign by at least 65 points.		EM
65	Nottingham Street	General	Signage	Shop Mobility was included on the sign however as stated earlier visual contrast between text and background is less than adequate and all upper case.	Refer to the previous comment regarding providing visual contrast on existing signage.		EM
66	Throughout	Horizontal circulation	Doors	There is a broad range of types and styles of shop fronts throughout the town. Some of the buildings are listed and therefore may be restricted from some changes including perhaps improving access at entrance doors. The doors leading into many of the listed buildings will accommodate a person who is a wheelchair user for example the Olde Pork Pie Shoppe and More Coffee Company (MCC) have effective clear width doors of 770mm and 825mm respectively. Although there is a 50mm upstand at the door leading into MCC the owner stated that wheelchair users have overcome the step without issue. ECW up to 955mm were recorded for example Loros on the Town Square and 980mm at Clinton cards directly opposite the monument.	Liaison with Heritage and Conservation officers is strongly recommended to people occupying listed buildings as there are a range of acceptable changes that can often be made with consultation and agreement, such as the lowering of raised stone thresholds.		DEVELOPMENT CONTROL

67	Throughout	Staff training	Information	Where businesses are subject to Heritage restrictions retailers should be advised that improvements can still be applied at minimal cost for example menus can be provided in large print and appropriate style of font which will accommodate a broad range of users including a person who has reduced vision, reading difficulties or whose first language is not English. During routine maintenance providing adequate visual contrast between adjacent surfaces will improve accessibility for a person who has reduced vision. In addition relatively inexpensive portable ramps can be provided and lifted when not in use or where they could create a potential tripping hazard if left in situ at all times.	Consideration should be given to staff training to better enable advising of retailers on accessibility measures that can be undertaken at little cost.		DEVELOPMENT CONTROL
68	Throughout	Staff training	Information	Several retail units have short wooden ramps in situ to overcome a threshold/step. However at least one unit has a ramp with a very steep 1:3.7 gradient which could cause an independent wheelchair user to tip backwards which is hazardous.	Refer to the previous comment regarding staff training and advice to retailer.		DEVELOPMENT CONTROL
69	Throughout	Communication	Information	Re. Accumulation of information.	Subsequent to training, advice and action on advice by retailers it may be possible to garner accessible information, accumulate and disseminate through existing media channels.		DEVELOPMENT CONTROL
70	Throughout	Communication	Information	Where businesses are not subject to Heritage restrictions they may be subject to Planning permission or Building Regulations when upgrading. However these are minimal standards and Management may wish to advise Best Practice standards which generally do not cost any more if carried out during renovation however can greatly enhance accessibility for a broad range of users including hearing and visually impaired persons as well as people who are wheelchair users.	Refer to the previous comment regarding staff training and subsequent actions.		PLANNING
71	Throughout	Horizontal circulation	Cafe furniture	Several cafes provided guarding while others did not. Guarding round street furniture helps to define the area/items and prevents catching and trailing items which may create confusion unless this is visually contrasted from the surround.	Where placement of café furniture on streets is permissible retailers should be advised on the desirability of guarding and to their duty of care. The licensing agreements from the council should include consideration for good access and be policed regularly.		TCM/TOWN ESTATES/HIGHWAYS
72	Throughout	Horizontal circulation	A boards	There appear to be a large number of A boards sitting outside many of the retail units in the town. On Market Day this further reduces horizontal circulation and creates additional obstructions for a person who is blind or has a visual impairment.	A review on the policy regarding placement of A boards should be undertaken. Management should also remind retailers of their duty of care towards all user groups.		TCM/TOWN ESTATES
73	Throughout	Horizontal circulation	Merchandise	In addition to A boards some retail units position merchandise on paths which create obstacles for some user groups for example a person who has a visual impairment.	A review on the policy regarding placement of merchandise on paths should be undertaken. Management should also remind retailers of their duty of care towards all user groups.		TCM/TOWN ESTATES
74	Town Square	Horizontal circulation	Contrast	The structural pillars of a portico on one of the premises on the Town Square have inadequate visual contrast from the surrounding setts i.e. less than 30 points difference and may present an obstacle for a person who has reduced vision or lack of colour acuity.	Following liaison with Heritage and Conservation officers the retailer should be advised that 150mm strips of at least 30 points visual contrast should be provided on the columns with the bottom edge set at 1500mm above ground level and an additional strip at the base.		DEVELOPMENT CONTROL
75	Park Lane	Sanitary & welfare	WCs	There is an accessible WC on Park Lane. This facility remains closed and may be sold to help fund the proposed changes to the WCs on Wilton Road. There is signage to indicate the locations and distances of alternative facilities which is helpful to all user groups.	See the following comment.		PROPERTY
76	Park Lane	Sanitary & welfare	WCs	The WC can still be used by a person who has access to a Radar Scheme key however the outside of the facility smells foul and would not encourage use.	Maintain the facility and monitor the area to discourage abuse.		PROPERTY
77	Church Terrace	Communication	Signage	The path through Church Terrace connects to Church Street which has a traditional cobbled finish. The worn finish may present difficulties for some including a person who is a wheelchair or stick user. There is no signage to indicate that there is an accessible route via the path described above.	Consideration should be given to providing signage indicating the alternative route to the Town Square i.e. via the path.		EM

78	Church Street	Vertical access	Information	There are a number of retail units located on the street and as with other streets within the town doorways vary in width (audited 705mm-810mm) and thresholds (audited 70mm-400mm). Whitehouse Photography has a 705mm ecw doorway and step which cannot be altered due to Heritage listing. The property has an alternative double door, also stepped, however a temporary ramp is available and can be set in place as required. Customers, for example parents with buggies as well as wheelchair users, are advised to telephone ahead so this entrance can be made accessible prior to arrival. This is a good example of how restrictions can be overcome with minimum fuss.	Refer to the previous comment regarding staff training and subsequent actions.		DEVELOPMENT CONTROL
79	Junction of High Street and Sherrard Street.	Communication	Signage	There is a Heritage trail sign at the junction between High Street and Sherrard Street. The sign is similar to that located on High Street and described previously. Access to the sign is blocked by the position of the adjacent bin. When locating street furniture care should be taken to ensure maximum access to accommodate as broad a range of users as is possible.	Refer to the previous comment regarding upgrading of signs.		EM
80	Junction of High Street and Sherrard Street.	Street furniture	Bins	The door of the bin hangs in an open position which creates a potential collision for all user groups and in particular a person who has a visual impairment.	Ensure bins are securely locked.		EM
81	Throughout	Street furniture	Contrast	A traffic sign positioned on Sherrard Street is positioned in the direct line of travel. The sign has inadequate visual contrasting or a tapping rail to aid identification of the item for a person who has a visual impairment.	Either consider provision of a planter or seat at the base of the sign or provide a tapping rail set to 200mm above ground level. In the interim apply 150mm strips which create visual contrast at 1500mm and 600mm above ground level.		EM
82	Sherrard Street	Horizontal circulation	Surface finish	Sections of paving along Sherrard Street have been maintained in a selection of finishes. Where repairs are carried out these should, as far as possible, match the surrounding surface. Where a person with reduced vision encounters different materials and finishes these can be perceived as a change in level or an uncovered manhole.	Refer to the previous comment regarding repair/maintenance of path surfaces.		EM
83	Sherrard Street	Horizontal circulation	Information	Re. Informing potential users of pedestrian routes.	Refer to the previous comment regarding informing users through existing communication channels.		TCM
84	Sherrard Street	Street furniture	Contrast	There are two benches located in this area. While the benches appear to provide sufficient contrast this may be less pronounced when the surrounding area has a wet surface. One of the benches is set in the line of travel.	It is recommended that the bench is repositioned out of the line of travel.		EM
85	Carnegie Museum	Communication	Information	There are two Changing Places facilities located in the town i.e. in the Carnegie Museum and Age Concern. The museum is closed on Mondays and the Changing Places website states that building is open (subject to confirmation).	Contact Changing places to confirm closure on Mondays. It may also be useful to research the possibility of providing a link between the Council and Changing Places websites.		TCM
86	St. Mary's Way carpark	Accessible parking	Ground markings	There are six further accessible bays, positioned in three sets of two, located in the carpark at St. Mary's Way. The spaces are located on level ground and surface finishes are compact and well maintained. None of the bays provide sufficient recommended width to allow both a passenger and/or a driver to alight from a vehicle. The bays measure 7500mm x 6200mm (beside Shop Mobility), 5800mm x 7420mm (drive through) and 5630mm x 6470mm (near Nottingham Street pedestrian exit).	The bays should be clearly marked in yellow paint with transfer/hatched areas demarcated to alert other drivers. Refer to the cameo provided below and Appendices for further guidance.		PROPERTY
87	St. Mary's Way carpark	Health & Safety	Pedestrian route	As with Wilton Road there are no pedestrian routes through the carpark which can present a particular hazard for an independent wheelchair user as they may not be seen through the rear window by a reversing driver.	It is recommended that a clearly demarcated pedestrian route(s) is/are provided through the carpark to help reduce the risk of potential collisions between pedestrians and vehicles.		PROPERTY
88	Throughout	Accessible parking	Information	Several additional carparking facilities are indicated on the town map however due to time restrictions not all facilities were audited to determine accessible provision.	Further details of the additional facilities should be compiled and made available on the Council website.		PROPERTY
89	St. Mary's Way carpark	Sanitary & welfare	Signage	There is a clear sign provided over the entrance doors to indicate that these are public toilets.	When upgrading include symbols on signage.		EM

90	St. Mary's Way carpark	Sanitary & welfare	Information	WCs located in the carpark have details of opening hours which include Sunday opening. The sign is set at an accessible 1420mm centre above ground level and in a font size which has an acceptable size to distance ratio. However the sign provides distances from the town centre point rather than St. Mary's Way carpark which may create some confusion.	Provide distance information from St. Mary's Way carpark to the various amenities.		PROPERTY
91	Burton Street	Vertical access	Gradient	The gradient on the path from St. Mary's Church along Burton Street and back towards the train station varies between 1:11.6, between St. Mary's Church and Anne of Cleaves Pub, to a gentle 1:27.7 and level at Station Approach as detailed at the beginning of this report.	Refer to the pervious comment regarding providing this information within existing media channels.		TCM