

# Scrutiny Inquiry Panel - Accessible Southampton

## ADDITIONAL INFORMATION

Thursday, 24th February, 2022  
at 5.30 pm

### ADDITIONAL INFORMATION RELATED TO THE LISTED REPORTS

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# ADDITIONAL INFORMATION

## PRESENTATIONS

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Presentations (Pages 1 - 42)

1. Ian Loynes - Spectrum
2. Ann Webster – Derby City Council
3. Mark Pirnie – Accessibility to services and facilities - SCC

Thursday 24 February 2022

DIRECTOR, LEGAL AND GOVERNANCE

# SPECTRUM Centre for Independent Living



Centre for  
Independent  
Living CIC

## Access Inquiry – Meeting 5

What contributes to good accessibility in  
public facilities and services

From Disabled People's Viewpoint

Ian Loynes, Chief Executive, SPECTRUM

# Public facilities and Services: Contents

- Ease of getting too:
  - Publicity
  - Car park, Public transport
  - Signposting to venue
- Staff training & culture to needs of Disabled People
- Building accessibility considerations:
  - Entrance / Reception
  - Meeting Rooms
  - Toilets
  - Food / drinks
- Information Provided - considerations
- Services delivered on-line – considerations
- Other Issues: (Some mentioned previously)

# Ease of getting too:

## Publicity:

- In places that reach target audience
- We find most people do not know what services there are
- Information Directories (eg SID) need to ensure up to date and accurate information held & to be user friendly

# Ease of getting too:

## Car park, Public transport:

- Needs to have a variety of transport option nearby
- Parking spaces adjacent to facility entrance
- Accessible Parking:
  - Often has control barriers that are a real barrier, often need to press button for help! (Voice control)
  - Adequate space around parked vehicle for access
- Public Transport: Adequate frequent timely bus services with adjacent bus stops

## Signposting to venue:

- Often not well signposted, for a member of public to find

# Staff training & culture:

- Ensure properly trained staff - not just service specific
  - Understand needs of Disabled People
  - Appropriate language and culture
  - Staff who listen, don't patronise or assume that they know best what is needed
  - Disability Equality Training
- Talk to customer, even if difficult: not person with them or PA

# Building accessibility considerations

## Entrance:

- Bells / Buttons to gain entry need to be accessible
  - Some cannot press buttons (Voice Control)
- Canopy to stop getting wet

## Reception / Waiting Areas:

- Desk Height
- Hearing Loops
- Chairs gap for wheelchair/scooter users
- If accessible section on booking/reception desk, it needs to be the first staffed, not the last
- Easy to see (eg Chrome or glass can be difficult)

# Building accessibility considerations

## Meeting rooms:

- Hearing Loops
- Chairs gap for wheelchair/scooter users (Not at end near door)
- Ground Rules – only one speak at a time, plain English no TLA's

## Toilets:

- Integrated fully accessible public toilets
- Changing Places designed if service specifically for Disabled People

## Food / drinks:

- Some people (eg Diabetes) need food drink availability, other impairments have reasons too

# Information provided - considerations:

- Accessible formats (before, during, afterwards): Especially if a service for Disabled People

# Services delivered on-line – considerations:

- Often asking very personal information – Person typing has no idea who will see information – Meetings in person usually include 'Permission to Share'
- Need to publicise a phone number on websites for those to gain help or for people who don't understand what's being asked

# Other Issues:

- Access & Security at Graveyards
- Wheelchair users finding difficulty being weighed, Hospitals and Community Dieticians - Gym at West Quay?
- Lack of allowing PA's in at same time as Disabled Person during Pandemic
- Many shops and pubs/café's in Southampton still not accessible – Council should be an ally to Disabled People trying to resolve this, not a barrier – Guidance provided by Council



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**Twitter:** [@SpectrumCIL](https://twitter.com/SpectrumCIL)

**Think you know Disabled People ... Think Again**



Page 11

# Accessible Derby



Derby City Council



**Ann Webster**  
**Lead on Equality**  
**and Diversity**  
**(Southampton is my happy place)**





## **Background and my role**

In post for 32.5 years and wow has legislation changed so much! Act as facilitator and enabler to support all our Directorates on our equality and diversity journey

## **Governance**

Chief Executive has overall leadership of Equality and Diversity along with our Senior Leadership Team. We work to our Equality, Dignity and Respect Policy and have an Equality, Diversity and Inclusion Plan to make it real



## **Equality Hubs, Forums and Employee Networks**

Make a huge difference to how we work and deliver our services – keeps us on our toes!

# Social model of disability

- From the early 90's we have adopted the social model of disability rather than the medical model
- So, this means that right from the start we look at removing barriers for disabled people, promoting inclusion, rather than disabled people having to 'fit in' with inaccessible and sometimes hostile environments
- 'Remember you can't always tell if someone is a disabled person'

# Equality Legislation

Page 15  
The Equality Act and Public Sector Equality Duty are key drivers for equality, diversity and inclusion, but they are only as good as the people who work to these - sadly we all know there are still many organisations, businesses and individuals who haven't got a clue!

But that's where we step in...

# Equality Impact Assessments

- **A key part of the Public Sector Equality Duty is to ‘pay due regard to equality’ and so we still complete Equality Impact Assessments for our decision making**
- **We temporarily shortened our EIA form for quick Covid related changes so we could tackle mitigation actions**

# Equality Hubs, Forums and Employee Networks



Page 17

- **Access, Equality and Inclusion Hub/Parks Sub Group**
- **Deaf and hearing impaired people's commitment group**
- **Race Equality Hub**
- **60+ Forum**
- **Learning Difficulties Partnership Board**
- **LGBTQ+ and allies, Disabled Employees and Black, Asian and Minority Ethnic Employees Networks**

# Deaf and hearing impaired people's commitment

## Six pledges...

- Providing access to information and services
- Promoting learning and high quality teaching of BSL
- Promoting learning and high quality teaching of lip speaking skills
- Supporting families with Deaf or hearing impaired family members
- Making sure employees working with Deaf people use registered BSL interpreters
- Consult with local Deaf and hearing impaired people

# Huge barriers for disabled people during Covid

- **Blue badge bays blocked off at supermarkets and retail parks**
- **Visually impaired people turned away from places**
- **Accessible toilets closed**
- **Deaf people had no access to information**
- **Mask rage and harassment (hate incidents)**

# So what did we do?

**We used our Public Sector Equality Duty to promote equality and get rid of discrimination so we:**

Page 20

- **wrote to shops to give them tips on how not to discriminate against disabled people when they put in Covid restrictions**
- **contacted Robert Jenrick about blocking off blue badge spaces**
- **challenged high street businesses about their mask policies**

# What do we do to make Derby accessible?

Page 21

- Accessible Communications Protocol so disabled people have information that's accessible such as in a range of formats, sign video and mobile phones for Deaf people to text, BSL Videos – not being accessible can result in Court action



# Nothing about us without us

- We involve our Equality Hubs, Forums and employee networks right from the start of projects and in EIAs...
- Moorways Sports Village – fire evacuation lifts, wet wheelchair, lift pods for dignity into the pool
- New Entertainment Arena – fire evacuation lifts, changing places toilets, hearing loops, accessible seating



# More examples...

- **Derby Eat Out Venue – accessible benches**



# More examples...

- **Yellow Taxis changes – from yellow to a yellow stripe!**
- **One of the first cities to insist that all hackney carriages must be wheelchair accessible – and yes we had to go to Court - twice!**

Page 24



# More examples...

- **Street furniture - matt grey not stainless steel**



# More examples...

- Outside entertainment venue during Covid, colour contrast, ramped access, hearing loops, accessible tables

Page 26



# More examples...

- **Street cafes – not just anywhere!**

Page 27



# More examples...

- Rams all over the city - but we checked with visually impaired people first

Page 28



# More examples...

- Accessible football at our Health Day organised by our Access Hub –

Page 29



# More examples...

- **Accessible Cycling – Cycle Derby**

Page 30



# Voter ID – Pilot

- We took part in the Voter ID pilot project and involved lots of our communities and did an in depth EIA of how we would deliver this.
- We made a BSL video with the British Deaf Association showing a role play of someone voting using the Voter ID set up.
- Our Electoral Services and Land Charges Manager now sits on the Cabinet Voter ID Expert Panel

# Working with partners

- **Derbion Shopping Centre changed their brand new parking machine when disabled people told them it was too high**

Page 32



# Working with partners

- Nationwide got a bespoke made lowered counter after the manufacturers told them they could not make their security shields accessible – they also installed a gadget to stop people looking over when wheelchair users used the ATM

Page 33



# Working with partners

- We work closely with our BID and an example of this is where they wanted to put planters around the city – we did a walk around with visually impaired people who advised on where to put them.

Page 34



# It doesn't always work out

- No matter how hard we all try – we've all been there when the contractor hasn't quite followed what we said – who puts a highly textured carpet on a ramp???

Page 35



# What next?



Derby City Council

- **More Changing Places toilets and accessible play equipment in our parks**
- **Ask disabled people to check we have got things right from what they told us and if it's not change it!**
- **Feel proud of our City, our communities and their voices**

# Accessible Southampton Inquiry – Accessibility to the services and facilities provided by SCC

Mark Pirnie – Scrutiny Manager

# Good practice identified

- Accessible Communications – inc translation service
- The accessibility of the Council’s website
- The Council is working to increase digital inclusion in Southampton through public access computers; training; Digital eagles; supported digital channels; working with partners
- Gateway – Accessible building design
- Bus Service Improvement Plan
- Specialist services that support disabled people

# Strategy and Policy

- Equalities Policy

*Vision - “Southampton is a vibrant and diverse city. This policy re-affirms the council’s long standing commitment to work towards the elimination of discrimination and to achieve equality of outcomes for residents and communities in the city. This is reflected in the council’s published priorities and organisational values.”*

[www.southampton.gov.uk/media/quqpbb1o/new-equality-policy\\_tcm63-365206.pdf](http://www.southampton.gov.uk/media/quqpbb1o/new-equality-policy_tcm63-365206.pdf)

- Equalities Action Plan

<https://www.southampton.gov.uk/media/e0bdu1xy/easy-read-council-equality-plan.pdf>

- ESIA’s – Equality & Safety Impact Assessments

# Connected policies

- SCC Diversity & Inclusion Pledge – November 2021 Council
- Customer Access Strategy
- SEND Action Plan (linked to Children and Young People’s Strategy)
- Disabled Adaption Procedure
- Disabled Parking Bay Procedure
- Disabled Adaptions Financial Assistance Policy

# Developments

- Appointment of Diversity & Inclusion Lead (internal role)
- Looking to identify more EMT and Councillor Diversity & Inclusion Champions
- Training – Proposed Diversity & Inclusion e-learning package, mandatory for all employees, agency workers and councillors
- Training - Face to face training on Diversity & Inclusion topics for both new starters and refreshers for staff
- Southampton Information Directory (SID) is being updated
- Proposals to update the Equalities Policy (existing policy and action plan 2013-16)

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