



Hull
City Council

‘Who put that there?’ A Street Charter for Hull 2021 - 2025



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Foreword - by Cllr Pantelakis

For many disabled people getting to work, having an evening out, going to a restaurant or pub, the cinema or shops often needs meticulous planning. For example, where they can park, planning bus routes, planning routes through streets, avoiding inaccessible and unsafe areas and by-passing known obstacles. As a Council we need to do our bit to make planning all aspects of their lives as easy as possible. Failure to do so could cause lack of participation and for some to withdraw from society and create long term effects on mental and physical health and indeed confidence.

Hull City Council is dedicated to creating an inclusive environment where everyone feels safe, secure and able to participate fully in the life of the city. Failure to do so creates frustrations and no-go areas for some disabled people, a reliance on others to do things for them and can cause a lack of participation and for some to withdraw from society and create long term effects on mental and physical health.

Hull City Council's City Plan has a commitment to enabling disabled people to be as independent as possible so that they can participate in every aspect of the life of the city whether it be in employment, partaking in leisure or contributing to the economy of the city. An inclusive built environment is key to enabling equality of opportunity. Major projects continue to work hard in consultation with groups of disabled people to make this a reality.

This City Charter is one more commitment to removing some of the obstacles which often confront disabled people and maintain the inclusive environment we continue to aspire to and build.

RMPantelakis

Councillor Pantelakis



Guildhall



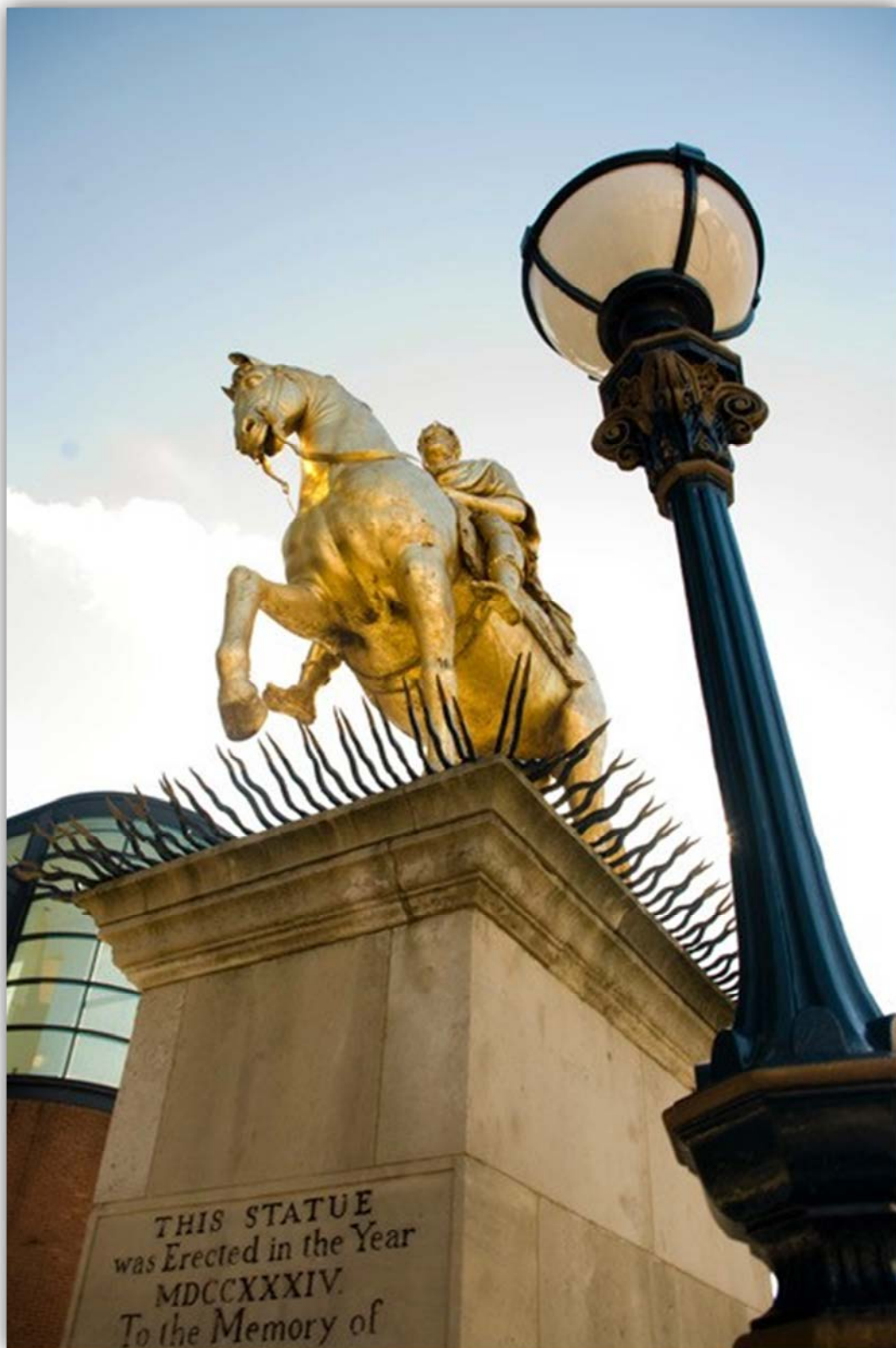
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The Deep



King William Statue



1 Street Charter

A charter is a simple document that shows a commitment, or list of commitments, which everyone involved agrees to abide by. By signing the charter, Hull City Council makes a pledge to implement the charter's action points.

The street charter states the issues faced by disabled people, along with the actions that the council and disabled people agree will improve that issue.

Our 'street charter' has been developed in partnership with a number of stakeholders. These are listed below:

- Royal National Institute of Blind
- Hull Access and Improvement Group
- Hull and East Riding Visually Impaired Forum
- Local Authority Departments
- Individual disabled people

This report explores the main challenges that disabled people face when out and about:

1. Inaccessible crossings
2. Shared space
3. Parking on pavements
4. Adverting boards
5. Street/café furniture
6. Temporary street works
7. Wheelie bins/recycling bags
8. Overgrown shrubbery and branches
9. Dog fouling

2. Reporting Systems

Hull City Council aims to provide accessible reporting systems so disabled people can report issues such as temporary street obstructions, including street furniture or overgrown shrubbery and broken crossings where audible beeps or tactile cones aren't working.

We recognise that [online reporting](#) systems are not accessible to all disabled people, so we provide alternative methods to report issues such as telephone via the Call Centre 300300 and face to face reporting in any Customer Service Centre.

3. Inaccessible Crossings

Crossing the road or getting up from the highway onto a pavement safely, are basic needs of everyone. For disabled people it is essential to day to day living, both in their local community and so that they can participate fully in the activities of the city.

The provision, absence, or the standard of crossing points greatly affect disabled people. They can affect their ability to get to where they want to go, reduce their independence and increase their reliance on others.

People with different impairments often have different basic needs in their crossing points and as a group disabled people have told us:

- They sometimes have to walk long distances to get to a suitable, accessible, crossing point.
- That crossing beacons have absent or faulty audio or tactile indicators.
- That crossing points can be missing tactile paving.
- That the absence of one dropped kerb, or one sub-standard dropped kerb, on a route can make an entire route inaccessible.
- That people park across dropped kerbs or use them to run their vehicles onto pavements.

Our pledge to disabled people

Hull City Council will:

- Work with disabled people to review and audit crossings.
- Work with disabled people to review the accessibility of pedestrian routes in the city centre.
- Enforce national guidance and equalities legislation when it comes to the use of audible beeps, rotating cones, tactile paving and dropped kerbs.
- Regularly monitor and maintain the accessibility of crossings and look at increasing the crossing times, especially in busy areas.
- Ensure that there is an accessible and clear reporting and response process for potential new crossing points and dropped kerbs.

4. Shared Space

We all want to make our streets safer for pedestrians, but many people do not realise what a devastating impact removing crossings, kerbs and tactile paving has on many disabled people. Sharing a space with vehicles when you cannot see them, see the intentions of the driver, understand fully the intentions of the driver, or move quickly enough away from them is very disconcerting.

People with sensory impairments rely on crossings and kerbs to negotiate a space safely and many others with impairments rely on knowing that they have a safe area, usually a pavement, in which to go about their business.

Many people have told us that they would avoid a shared space development if one were to be introduced in Hull.

Our pledge to disabled people

Hull City Council will:

- Involve and consult with disabled people when new shared space schemes are put forward and make any necessary changes to the schemes where safety concerns are raised.

5. Parking on pavements

Drivers that use the pavement for parking often think they are doing the right thing by keeping the road clear. Unfortunately, they fail to realise the consequences of their vehicle now blocking the footpath. This potentially affects everyone from parents walking with or pushing small children in buggies, to disabled people.

Disabled people who cannot see the obstruction will collide with the vehicle or have to go out on the road to avoid it. Some will need to travel back along the way they have just travelled to get to a dropped kerb and then travel a distance along the highway, potentially in traffic, to reach the next one.

Pavement parking has been prohibited in London since 1974. While successive governments have recognised there is no perfect solution to this complex problem. Following the DfT's detailed review of pavement parking and the government's response to the Transport Committee's 2019 report on pavement parking (published 12 March 2020) a consultation took place and closed in November 2020 to seek people's views on options to help local authorities to tackle this problem.

These options were:

- whether its ongoing work (Option 1), to improve the TRO process, under which local authorities can already prohibit pavement parking, is sufficient and proportionate to tackle pavement parking where it is a problem; or if not:
- which of 2 specific options people preferred, these were identified in the department's review of the pavement parking problem and echoed by the Transport Committee; are aimed at providing better tools for local authorities. These options are:

- legislative change to allow local authorities with civil parking enforcement (CPE) powers to enforce against 'unnecessary obstruction of the pavement' (Option 2), or:
- legislative change to introduce a London-style pavement parking prohibition throughout England (Option 3).

Once a decision has been made on which option the will be implemented going forward the Hull City Council's Street Charter will be updated.

Our pledge to disabled people

Hull City Council will:

- Establish accessible ways to monitor and report instances of parking on pavements.
- Work with the police to use their existing powers under the Highways Act and other legislation to keep the pavement clear of obstructions caused by parked cars.
- Work with the police to engage with disabled people and the wider community to improve awareness of the dangers of parking on pavements.



Castle Street Bridge

6. Advertising boards

Advertising boards or 'A' boards are in general use across the country. They physically obstruct the pavement, block routes, present trip and collision hazards.

The temporary and mobile nature of these boards generally makes the street look untidy and makes pedestrian areas difficult to use and, where they rotate, potentially dangerous. People with sight loss cannot learn where they are, so struggle to avoid walking into them.

'A' boards often restrict the space available to people with mobility needs to negotiate an area, and create places that disabled people avoid.

Our pledge to disabled people

Hull City council will:

- Continue to enforce our zero tolerance of advertising boards on the highway.
- Have clear policies available to the public.
- Work with blind and partially sighted people to monitor and mitigate the impact of any temporary obstruction on the highway.
- Work with local business owners educationally so that they understand the difficulties all disabled people have with A boards.
- Advise businesses on alternative forms of advertising.

7. Street/Cafe Furniture

Many items of street furniture, including tables and chairs, hanging baskets, bollards and lamp posts, appear on highways for desirable, practical and aesthetic reasons. However, problems are caused when they are poorly placed, poorly managed, overused, or when the obstacle itself is hard to see or restricts the space necessary to negotiate an area.

Our pledge to disabled people

Hull city council will:

- Continue to license all cafes on the highway. Their suitability will be assessed on the grounds that they do not constitute a hazard to disabled people and that they are adequately guarded.
- Continue to ensure that the terms of licence are being met, including that the café is using the agreed location and barriers.
- Take enforcement action against those that do not follow the agreed terms of the licence, which could include removal of the agreement.
- Remove pavement cafes which do not have a licence.
- Set up accessible ways for disabled people to report collisions and injuries in respect of highways and café furniture.
- In accordance with section 175 A and the Public Sector Equality Duty, when town centres and neighbourhoods are redeveloped, proactively and meaningfully engage with disabled people with regard to inclusive design and street furniture.

8. Temporary highway works

Temporary highway works are necessary for many reasons, including highway and pavement maintenance and resurfacing, building maintenance using scaffold, major project work etc.

It is, however, important that routes and facilities remain accessible and safe. It is important when these take place that disabled people are not unfairly treated and that they still retain access to places and can use facilities that those without a disability have access to. For example we know that, to someone with a learning impairment, temporarily re-locating a bus stop can be devastating.

Our pledge to disabled people

Hull city council will:

- Ensure that pavements which remain open to the public also remain accessible.
- Ensure that suitable alternative pedestrian routes are properly signed, accessible and as short as possible.
- That, unless it is unavoidably necessary, blue badge only parking bays are not taken away.
- That, if blue badge only parking bays are temporarily lost, nearby alternatives are provided.
- Contact points will be set up so that disabled people are informed of long term temporary works and how it may affect them, for example temporary changes to bus dropping off and picking up points.

9. Wheelie Bins and Recycling Bags

Wheelie bins and recycling bags are now a common sight on most pavements. Almost all local authorities request that these are left on the highway to be collected. With scheduled collections for different types of recycling and waste on various days across the local area, the pavements are obstructed several days a week. Many disabled people collide with wheelie bins or cannot get down their own street on a pavement and some people even told us they avoid going out on bin days because space is so restricted.

Our pledge to disabled people

Hull City Council agrees to:

- Make sure that all bin crews are trained in why it is so important to store bins as safely as possible.
- Promote awareness and encourage residents to be considerate in how they place their bins



10. Overgrown branches and shrubs

Many disabled people have described the problems caused by overhanging branches and shrubbery when walking around their local area, particularly in the summer months. If people walk into them because they are undetectable it can result in head injuries.

Our pledge to disabled people

Hull City Council will:

- Set up accessible ways for disabled people to report overgrown shrubbery and branches
- The Highway Act will be used to take appropriate action on overgrown shrubbery and branches.
- Promote awareness and encourage residents to be considerate in managing their shrubbery and trees

11. Dog Fouling

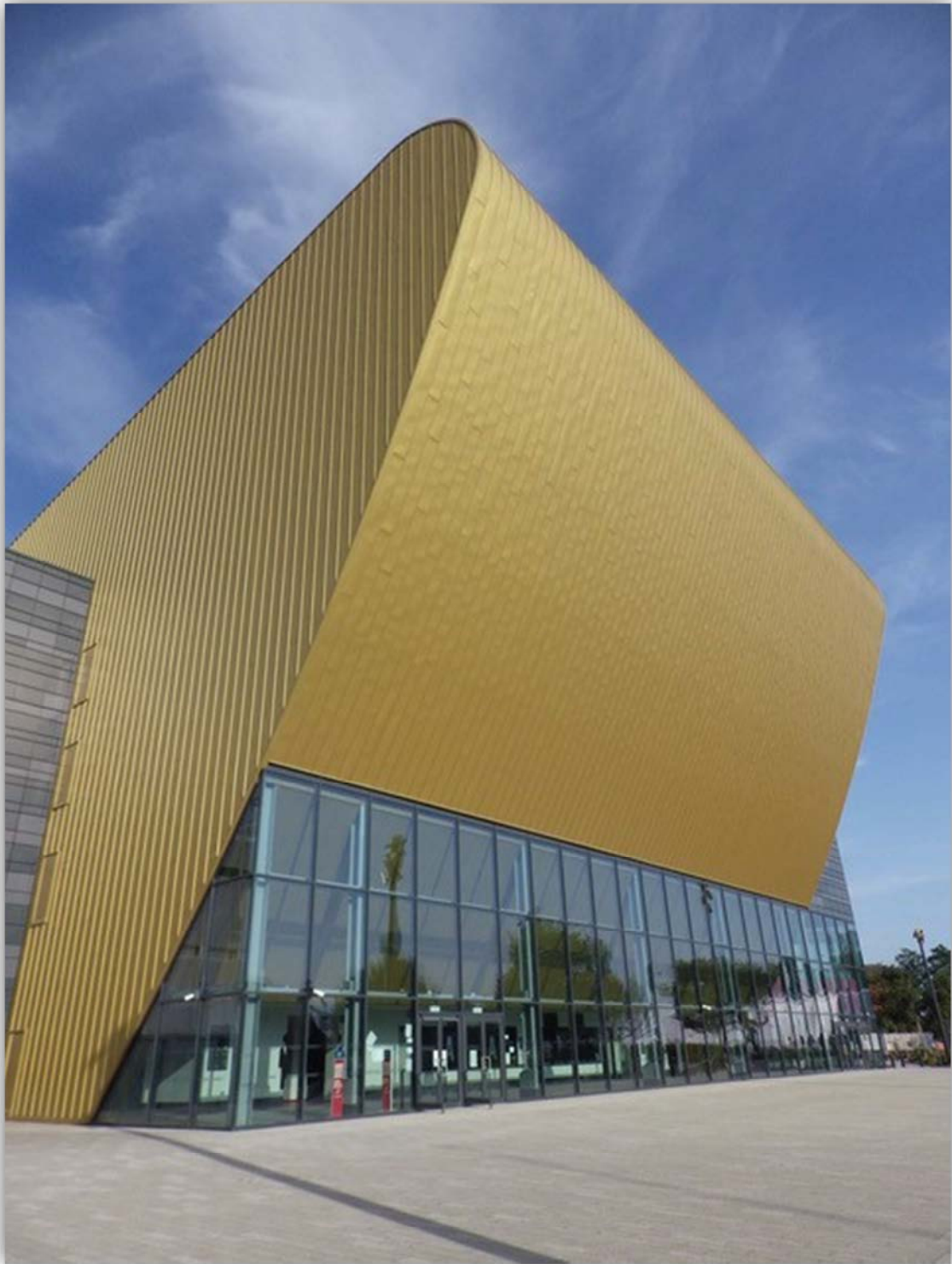
Dog fouling is an increasing issue for disabled people negotiating their local area. Disabled people can walk through it without knowing, which causes embarrassment and impacts on confidence; wheelchair users may transport this into their own homes or public buildings.

Our pledge to disabled people

Hull city council will:

- Develop accessible ways to monitor and report instances of dog fouling.
- Devise an awareness raising campaign in problem areas.

Bonus Arena



Pictures by David Carter