

## **SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Overview and Scrutiny Committee  
**DATE:** 14 January 2014

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**WARD(S):** All

### **PART I**

## **FOR COMMENT & CONSIDERATION**

### **BUS STATION – ACCESS AND MANAGEMENT ISSUES**

#### 1. **Purpose of Report**

Following a request by Cllr Strutton, this report is designed to provide the Committee with information relating to the Bus Station project and specifically the following issues:

- How were the views of disabled users and others with access needs gathered during the planning phase?
- How has the Council organised the management of the facilities to ensure maintenance?
- What lessons have been learned from this?

#### 2. **Recommendation(s)/Proposed Action**

That the Committee note the report.

#### 3. **The Slough Joint Wellbeing Strategy, the JSNA and the Corporate Plan**

Priority – Regeneration and Environment

The development of the bus station, as part of the Heart of Slough project, was part of the comprehensive regeneration of this part of the town centre.

#### 4. **Other Implications**

##### **Financial**

There are no financial implications arising from this report.

## Risk Management

| <b>Recommendation</b>    | <b>Risk/Threat/Opportunity</b>   | <b>Mitigation(s)</b> |
|--------------------------|--|----------------------|
| That the report is noted | There are no risks, threats or opportunities arising from the recommendation | None                 |

## Human Rights Act and Other Legal Implications

There are no legal or Human Rights Act implications relating to the content of this report.

## Equalities Impact Assessment

There is no identified need for the completion of EIA relating to this report.

## 5. Supporting Information

### Consultation of disability and access groups on the bus station plans

The bus station was one of the first elements of the Heart of Slough (HoS) project to be completed. Therefore, much of the information put into the public domain, and consulted on with specific groups, came through the HoS project consultation. There were formal reports on the HoS to Cabinet in January 2008 following an earlier review by the Overview and Scrutiny Committee. Following this there were further reports to Cabinet, Planning Committee and extensive consultation with the public, businesses and external consultees. Full details of the consultation exercises were presented to the Neighbourhood and Community Services Scrutiny Panel on 10 January 2013 (report available online). Whilst it is not clear that targeted consultation was carried out with disability and access groups it is quite evident that such an extensive consultation would have ensured that any group with an interest in the proposals would have had an opportunity to comment on the proposals.

### Management of the facilities at the bus station for maintenance purposes

The original design of the bus station included a toilet for the disabled and a waiting room. The toilet and waiting room were included in the lease of the café and subsequently taken on by the current café operator. As part of the lease agreement the responsibility for maintaining and keeping these facilities open was down to the café operator. This also included reporting items to Council outside the operator's control, such as heating/cooling, electrical faults, etc. The lease with the operator is currently being revised however the maintenance responsibilities will remain the same.

In addition there is a public toilet that is easily accessed from the bus station and available at all times. There has been delay in getting the toilet operational however since autumn 2013 the toilet has been fully open to the public. This public toilet is wheelchair accessible and is maintained at no cost to the council.

The overall maintenance of the Bus Station, the public spaces etc, are included within the street cleaning contract that the Council has with Amey (formerly Enterprise).

What lessons have been learned from this?

Following completion of the Bus Station and the infrastructure works in the HoS a 'lessons learned' workshop was held in early 2013. The workshop focussed on the process of how the Council clients major projects rather than the details of the specific actions undertaken before and during the major construction.

Following the consideration by the Neighbourhoods and Community Services Scrutiny Panel of the communications relating to the Heart of Slough, and the Bus Station particularly, in January 2013, lessons have been learned that have been used in the approach to consulting on the Curve. It remains the case that for effective consultation to take place then users themselves must also be willing to engage with consultations.

6. **Background Papers**

Neighbourhoods and Community Services Scrutiny Panel – 10 January 2013 – Bus Station Communications report