

## **SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Cabinet **DATE:** 10 February 2014  
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**WARD(S):** All  
**PORTFOLIO:** All

### **PART I** **NON-KEY DECISION**

#### **REFERENCES FROM OVERVIEW AND SCRUTINY**

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

The purpose of this report is to advise Cabinet of recommendations made by the Overview and Scrutiny Committee, following its scrutiny of the bus station project.

##### **2. Recommendations**

That the Cabinet endorse the following recommendations:

- (a) that for all major projects undertaken by the Council, a core group of Members (cross party) be formed to engage with the officers and project designers at each stage of design and construction; and
- (b) that the Assistant Director Adult Social Care be asked to look into the formation of an umbrella group that could represent the views of all disability groups across the Borough with whom the Council could consult.

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

###### **3a. Slough Joint Wellbeing Strategy Priorities**

- **Regeneration and Environment** – the bus station project, as part of the Heart of Slough, was a major element in the Council's plans for regeneration of the town centre and improving public transport facilities.

Cross-Cutting themes:

**Civic responsibility** – this report looks at how the council and local interest groups engages with one another to best effect.

**Improving the image of the town** – the bus station project, as part of the Heart of Slough, was key regeneration project for the borough, and this report looks at how the council can ensure that future projects of this nature are developed in a manner that all residents can access and take pride in.

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

(a) **Financial**

There are no financial implications to the recommendations made in this report.

(b) **Risk Management**

<b>Risk</b>	<b>Mitigating action</b>	<b>Opportunities</b>
Legal	n/a	
Property		
Human Rights		
Health and Safety		
Employment Issues		
Equalities Issues	Development of an umbrella group representing the broader disabilities interests will ensure that future projects of the nature of the bus station are accessible for all residents.	
Community Support	Improved engagement with all Members of the Council will help to create stronger community support for specific regeneration projects.	Increased community support will ensure all residents feel an ownership for their public buildings, taking pride in how the town looks, and the facilities available.
Communications		
Community Safety		
Financial		
Timetable for delivery		
Project Capacity		
Other		

(c) **Human Rights Act and Other Legal Implications**

There are no direct Human Rights Act implications arising from this report. There are no legal implications arising from the recommendations of this report.

(d) **Equalities Impact Assessment**

There is no identified need for the completion of an EIA in relation to this report.

#### 5. **Bus Station – Access and Management Issues**

5.1 Following a request from Councillor Strutton, the Overview and Scrutiny Committee considered information about access to facilities and management of the bus station project at its meeting on the 14 January 2014.

5.2 Key points discussed were:

- the bus station was one of the first elements of the Heart of Slough (HoS) to be completed and much of the information put into the public domain and consulted on with specific groups, at the time, was carried out through the HoS project consultation;
- that the Neighbourhoods and Community Services Scrutiny Panel considered details of the reports made to Cabinet and Committees in approving the bus station, and the consultation exercises that were carried out;
- that the design of the bus station included a toilet for disabled users and a waiting room, and that these facilities were included in the lease of the café with the condition that the café operator was responsible for keeping them open, as well as for their maintenance/cleaning;
- in addition to the toilet inside the bus station, there was a wheelchair accessible public toilet that was easily accessed from the bus station, available at all times, maintained at no cost to the council. This had been operational since autumn 2013;
- that a 'lessons learned' workshop had been held in early 2013 to look at the process of how the council manages major projects, and the specific actions undertaken before and during major construction projects;
- some basic operational/design problems at the bus station were still to be addressed, such as the overflow passenger drop-off area not being big enough for wheelchairs; such a problem may have been picked up before construction through effective consultation with disabilities groups;
- that the council's communications and consultation processes had improved significantly since the bus station project as had been seen with the Britwell Hub, and currently with The Curve. In particular, with The Curve, the council had used its own Disabilities Forum for extensive consultation and used their comments to inform and influence the design; however, there was no one umbrella organisation representing all disability groups in Slough with whom the council could consult as a matter of course on such projects which proved to be a challenge;
- there had been little direct Member involvement in these major projects, with the exception of the Planning Committee in considering the planning application (and this did not deal with detailed matters of design), but that Members also held a level of responsibility to take the options offered such as a recent presentation about The Curve which had been poorly attended. There needed to be a more effective mechanism for Members to be able to engage with projects and comment on detailed aspects of the proposals as designs evolved and construction began.

## 6. **Conclusion**

That the lessons learned from the bus station were beginning to benefit current and future projects, with improved communications and consultation as the main example. However, further improvements with Member engagement and consultation with disability groups still needed to be addressed.

## 7. **Background Documents**

- 1 - Bus Station: Access and Management Issues. Report to the Overview and Scrutiny Committee (14 January 2014)