

# Response to Redbridge Council's Consultation on Community Hubs

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One Place East  
Where disability matters

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One Place East welcomes the opportunity to comment on Redbridge Council's Community Hub Consultation. When planning and developing the built environment, accessibility and inclusivity should be central to the conversation. Inclusive design is fundamental to improving the quality of life for Deaf and Disabled people. It is essential, therefore, that the design of the Community Hubs, in the six locations across Redbridge are to the highest possible standards and that the hubs are accessible to everyone.

## Woodbine Day Centre

One Place East welcomes Redbridge Council's long term commitment to Woodbine day centre and that the Council has no plans to remove or replace the day centre when developing and building the Wanstead Community Hub

## Co-Production and Engagement

Several participants expressed disappointment that decisions have already been made about what is likely to be inside the Community Hubs.

*"I find out that decisions have already been made. I don't think that is co-production."*

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## Accessible Housing

Participants wanted to know what percentage of the new housing built as part of the Community Hub development will be wheelchair accessible, especially as there is very little high-quality, accessible housing in Redbridge.

We would encourage Redbridge Council to take a more strategic approach to accessible homes delivery in light of the fact that accessible housing is fundamental to ensuring that Disabled people have choice, control and independence.

## Recommendation - Transport

We appreciate that the focus of the consultation does not include Transport. Nonetheless, being able to get out and about is a critical component of independence and inaccessible transport can hinder the ability of Deaf and Disabled people to access the Hubs.

Deaf, Disabled people and older people, for example, continually raise concerns which are

undermining confidence to travel by public bus such as bus drivers not stopping, bus ramps not working, buggies in wheelchair spaces, and buses not pulling in close to the pavement all of which undermine the ability of Disabled and Older people to get out and about.

### **Recommendations for Hubs**

- Pick up and drop off points – there should be at least 20 minutes free
- If there are cashless parking machines then Redbridge Council to introduce scratchcards to accommodate needs of Deaf, disabled and older people, as a reasonable adjustment under the Equality Act, 2010.
- Drop off points for dial a ride

### **Recommendation - Staff Disability Equality Training**

Training for staff on disability equality, mental health, learning disability and Deaf awareness, and learning disabilities **delivered by Disabled people.**

### **Recommendation - Community led Recovery College and courses**

To explore setting up a Recovery College and Recovery courses – in light of the high prevalence and incidence of mental health problems across Redbridge. Recovery colleges aim to support and empower people with lived experience of mental health problems to become experts in their self-care and to develop the skills they need for living and working and doing the things they value.

### **Recommendation - Changing Places toilets in each community hub**

Changing Places toilets allow severely disabled people and their families to visit public places which they otherwise would not be able to and can, therefore, make a huge difference to their quality of life. It is estimated that at least 250,000 people in the UK need Changing Places toilets to have their toileting needs met in a safe, dignified and humane way.

Participants were of the view that the Changing places toilets should be located externally and accessible by a Radar Key (to improve security). It is also important that Redbridge Council ensures there is a budget for on-going maintenance and security to ensure the toilets remain in operation.

### **Accessibility**

#### **RECOMMENDATION**

- Provide information in accessible formats such as big print or easy-read.
- A budget to provide information or communication support in other formats as necessary and know-how to arrange it when needed

- Good clear signage
- Two Lifts
- Induction loop as part of the fabric of the building
- Tactile surfaces for visually impaired
- Good acoustics are essential for the visually impaired
- Sensory area – very important
- Drop off points for dial a ride
- Bluetooth Beacon facilities (for visually impaired)
- Water bowls for assistance dogs
- Areas for assistance dogs to spend.