

Response ID ANON-YJ2C-VWZ9-R

Submitted to **Iford Town Centre Public Realm**

Submitted on **2018-11-22 15:12:30**

Introduction

1 How often do you come to Iford Town Centre?

Not Answered

Using Iford Town Centre

2 How do you usually travel to the Town Centre?

Not Answered

If other, please specify:

3 What is your main purpose for visiting the Town Centre?

Not Answered

If other, please specify:

Using Iford Town Centre

4 On average how long do you normally spend in Iford Town Centre when visiting?

Not Answered

5 Please use three words to describe Iford Town Centre

First word:

Second word:

Third word:

Phase 1 Public Realm

6 Please rank each of the following in terms of importance when looking at the first phase of public realm improvements in Iford Town Centre.

Please rank each of the following in terms of importance when looking at the first phase of public realm improvements in Iford Town Centre. - Quality of surfaces i.e. paving:

Very important

Please rank each of the following in terms of importance when looking at the first phase of public realm improvements in Iford Town Centre. - Street lighting:

Very important

Please rank each of the following in terms of importance when looking at the first phase of public realm improvements in Iford Town Centre. - Projected images during the evening:

Unimportant

Please rank each of the following in terms of importance when looking at the first phase of public realm improvements in Iford Town Centre. - Personal safety:

Very important

Please rank each of the following in terms of importance when looking at the first phase of public realm improvements in Iford Town Centre. - Number of places to sit:

Very important

Please rank each of the following in terms of importance when looking at the first phase of public realm improvements in Iford Town Centre. - Quality of places to sit:

Very important

Please rank each of the following in terms of importance when looking at the first phase of public realm improvements in Iford Town Centre. - Litter bins:

Very important

Please rank each of the following in terms of importance when looking at the first phase of public realm improvements in Ilford Town Centre. - Street trees/plants:

Very important

Please rank each of the following in terms of importance when looking at the first phase of public realm improvements in Ilford Town Centre. - Cycle stands:

7 Is there anything else that you think is important about the first phase of public realm improvement in Ilford Town Centre?

Is there anything else that you think is important about the first phase of public realm improvement in Ilford Town Centre?:

Feedback from One Place East, Transport for All and Redbridge Council Workshop (5 September 2018)

IMPROVED QUALITY OF SERVICES

Wheelchair User: "I feel much more safe using Chadwick road. I've lived in Ilford for ever. That road wasn't that good. I used to avoid that. I now feel better going on that route. "

"Aligned street furniture is good practice"

"The blocks you are making pavements with will create a problem after a few years. It will be a trip hazard"

"Tonal contrast needs to be right. Barriers and foot ways need to be the correct width in line with the inclusive mobility and Transport for London guidelines. "

SHARED SPACES

Shared spaces are an issue of concern for many Disabled people and older people in particular the impact of cycling:

Feedback from a Deaf resident "I was hit by a bicycle 15 times around Ilford. I can't hear them if they come along. I complained to the police. I'm really not happy"

"No demarcation of cycling. People are on the pavements. I find it dangerous at times. No signage about cycling. Anybody can do anything. "

MARKET STALLS

"Market stalls make it a disaster. We want a nice precinct where you can sit and talk. Don't go into Ilford the day the market is open today. Shocking precinct. Can't they (the market stalls) go down the side street?"

"It is impossible for people with disabilities and impairments to make their way through the stalls. It is awful. "

SEATING

"Not enough spaces to sit down. My grandma is old. There used to be a lot of benches. She has chronic arthritis. We need more benches to enable people to sit down. "

Phase 2 Public Realm

8 Please rank each of the following in terms of importance when looking at the second phase of public realm improvements in Ilford Town Centre.

Please rank each of the following in terms of importance when looking at the second phase of public realm improvements in Ilford Town Centre. - Play activities:

Please rank each of the following in terms of importance when looking at the second phase of public realm improvements in Ilford Town Centre. - Water features:

Please rank each of the following in terms of importance when looking at the second phase of public realm improvements in Ilford Town Centre. - Seating:

Very important

Please rank each of the following in terms of importance when looking at the second phase of public realm improvements in Ilford Town Centre. - Lighting:

Very important

Please rank each of the following in terms of importance when looking at the second phase of public realm improvements in Ilford Town Centre. - Public art:

Please rank each of the following in terms of importance when looking at the second phase of public realm improvements in Ilford Town Centre. - Events:

Phase 2 Public Realm

9 Do you support proposals to improve the Public Realm in the Town Centre?

Not sure

If no, please explain why.:

Phase 2 Public Realm

10 Please let us know if you have any other comments about the proposed improvements to Ilford Town Centre.

Please let us know if you have any other comments about the proposed improvements to Ilford Town Centre.:

When planning and developing the built environment, accessibility and inclusivity should be central to the conversation. Everything from parking spaces for disabled drivers, to shopping centres, shared spaces and food markets should be accessible so Disabled people have the opportunity to enjoy their local areas and live and work where they choose, unencumbered by the surrounding environments.

It is also essential that design for Disabled people and in particular those experiencing mobility impairments should be to the highest possible standards. We endorse the aims of the Mayor of London's Draft New London Plan which states with regards to inclusive town-centres:

"The delivery of a barrier-free and inclusive town centre environment that meets the needs of all Londoners, including disabled and older Londoners and families with young children, should be provided. This may include Shopmobility schemes, the provision of suitably designed crossing points, dropped kerbs and tactile paving, seating and public toilets."

However as the Draft New London Plan also states:

"Despite recent progress in building a more accessible city, too many Londoners still experience barriers to living independent and dignified lives, due to the way the built environment has been designed and constructed or how it is managed. An inclusive design approach helps to ensure the diverse needs of all Londoners are integrated into development proposals from the outset. This is essential to ensuring that the built environment is safe, accessible and convenient, and enables everyone to access the opportunities London has to offer, regardless of their age, disability, ethnicity, gender, gender expression, faith, economic circumstance or whether they are travelling with children, or are carrying shopping or luggage. Inclusive design is fundamental to improving the quality of life for disabled and older people in particular."

RECOMMENDATION 1 – REDBRIDGE COUNCIL AIM FOR THE HIGHEST STANDARDS OF ACCESSIBLE AND INCLUSIVE DESIGN

- Are convenient and welcoming with no disabling barriers so that everyone can use them independently without undue effort, separation or special treatment
- Are flexible and responsive taking account of what different people say they need and want so that people can use them in different ways

RECOMMENDATION 2 - AUDITING TO INSURE INCLUSIVE ENVIRONMENTS & ACCESSIBILITY

Redbridge Council to commission an independent audit of all developments in Ilford Town Centre to ensure an inclusive and accessible environment and that relevant building guidelines are being adhered to.

RECOMMENDATION 3 - 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 being involved in society. Inaccessible transport prevents Disabled people and Older visiting Ilford Town Centre.

Access to Transport, therefore, is vital, and Redbridge Council needs to work proactively with Transport for London to improve accessibility in line with the Department for Transport Strategy: Achieving Equal Access for Disabled people vision to ensure that:

"disabled people should have the same access to transport as everybody else, to be able to go where everyone else goes and to do so easily, confidently and without extra cost."

Disabled people and older people 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 visit Ilford Town centre.

RECOMMENDATION 4 – SHARED SPACES

Deaf, Disabled and Older people highlighted the problems cyclists created in the area around Ilford Town Centre. They complained that the risk of a collision with someone who had a visual or hearing impaired, or was from the Deaf community or had limited mobility was high, But nobody seemed to want to do anything about this. Some of the participants said that this form of anti-social behaviour was one of the main reasons they were scared to go into Ilford or go out at all. They were fearful that, one-day, they would get knocked down.

RECOMMENDATION 5 - DISABILITY FRIENDLY ROADWORK RAMPS AND SIGNAGE

Disabled and older people have raised the issue of the adverse impact of roadworks, building works and signage in Ilford Town Centre

(This quote is not from a local Redbridge resident. However, it explains clearly some of the issues and challenges)

"As a wheelchair user myself, I know what a hazard badly-designed ramps can be," said Katherine. "If a footpath is blocked and pedestrians are diverted onto the road, the diversion is legally required to be accessible to everyone. But if you've ever stepped on to a ramp you'll know they often bend and can be pushed off the kerb, and their high sides can also tip a wheelchair over if you catch your back wheels on them. Roadworks can be very frightening for people with disabilities."

RECOMMENDATION 6 - SEATING

In commonly used pedestrian areas, and transport interchanges and stations, seats should be provided at intervals of no more 50 metres wherever possible seats should also be provided at bus stops and shelters. Seating should be placed adjacent to, but not obstructing, the pedestrian route and should be picked out in contrasting colours to help people with visual impairment

RECOMMENDATION 7 - PUBLIC TOILETS – AS PER MAYOR OF LONDON'S DRAFT NEW LONDON PLAN

"Public toilets are a vital facility, both for Londoners and visitors to the city. They are especially important for certain groups including disabled people, older people, people with babies and young children and pregnant women, as well as tourists and visitors who may be less familiar with their surroundings. Public toilets can support businesses in boosting customer footfall, by giving people more confidence to move around the city and spend more time in a place or space, as well as helping to keep London clean.

"Public toilets should be provided as part of large-scale commercial developments that are open to the public. Boroughs should define 'large-scale' for their local circumstances.

"Taking into account the needs of all Londoners, a range of toilet facilities should be provided. They should include unisex disabled persons' toilets, separate accessible baby change/family toilets, and cubicles for people with ambulant mobility impairments which can also be suitable for some older people or people who require additional space. Further guidance on the provision and design of these facilities can be found in British Standard BS8300. Consideration should also be given to the provision of gender-neutral toilets.

"Public toilets which are open 24 hours can be of great benefit to people accessing London's night-time economy. These, whether permanent or temporary, should provide facilities which can be used by disabled people and people of all genders.

"Public toilet facilities, whether provided inside buildings or externally, should be safe and clean. Surveillance of entrances is an important consideration when planning facilities. Ongoing management and cleaning of facilities should be secured and agreed at the planning stage to ensure long-term provision is achievable.

"Standard wheelchair accessible toilets do not meet the needs of all disabled people. People with profound and multiple impairments, learning disabilities, and other impairments such as spinal injuries, muscular dystrophy, multiple sclerosis or acquired brain injury, often need extra facilities to allow them to use a toilet comfortably. Changing Places toilets are different to standard accessible toilets as they are designed for assisted use, are larger, and have additional features. Without Changing Places toilets many people are limited in terms of how long they can be away from home, or where they can go. The provision of Changing Places toilets can open up new areas and experiences for people with profound and multiple impairments, and their companions, removing the barrier that the lack of provision can create."

RECOMMENDATION 8 – CASHLESS PARKING

Deaf, Disabled people and older people have been raising concerns detailing how cashless parking machines in Redbridge are undermining accessibility. Redbridge Council to introduce reasonable steps across the borough including Ilford Town Centre

Eileen Hosler, Craven Gardens, Barkingside, wrote in the Ilford Recorder 14 October 2018:

"Oh how I agree with Paula Russell.

"Bring back coin parking machines in our local parks.

My friend and I are severely deaf so are not able to use a phone. This means we cannot use our favourite parks – Valentines Park and Fairlop Waters – which is a great loss to us and other deaf friends. "

Other issues:

UNEVEN STEPS AND GAPS

Rough and uneven surfaces, gaps between paving slabs etc whether within or outside buildings can cause problems for people using sticks and crutches, visually impaired cane users and wheelchair users.

PAVEMENT AND ROADS

Poor street maintenance, where patched up pavements leave uncomfortable bumps that make navigation with a wheelchair much harder. Dropped kerbs blocked off by parked cars impede both people who are visually impaired and wheelchair users.

Also, haphazard and random street furniture, such as advertising boards, chairs and tables outside coffee shops and even sprawling vegetable displays have been reported as a barrier.

VEHICLES PARKED ON PAVEMENTS

Vehicles parked on pavements can force people to walk unsafely on the road. This is particularly a problem for people with mobility and visual impairments, but it is also a danger to all pedestrians.

About You

11 What is your gender?

What is your gender?:

If other, please specify:

12 What is your age?

What is your age?:

13 What is your ethnicity?

What is your ethnicity?:

If other, please specify:

14 What is your religion or belief?

What is your religion or belief?:

If other, please specify:

15 What is your sexual orientation?

What is your sexual orientation?:

If other, please specify:

16 Do you have a long term physical or mental impairment, which greatly impacts your ability to carry out normal day-to-day activities and you are likely to be considered disabled under the Equality Act 2010?

Not Answered