



'Who put that there?'

A Street Charter for Hull

2024 – 2029



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Foreword - by Councillor Dad

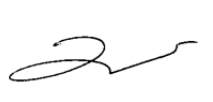
For many disabled people getting to work, having an evening out, going to a restaurant or pub, the cinema or shops often needs meticulous planning. For example, where there is suitable parking, the need to plan bus routes, navigating the streets, avoiding inaccessible and unsafe areas and manoeuvring known obstacles.

As a Council we need to ensure planning all aspects of life is as easy as possible for all residents. Failure to do so could cause lack of participation, isolation, or withdrawal from society, loss of confidence and have long term effects on mental and physical health.

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. If we do not do so the city could become a no-go area for some disabled people, forcing a reliance on others to do things for them.

Hull City Council's Street Charter for Hull commits to enabling disabled people to be as independent as possible so that they can participate in every aspect of life, whether it be in employment, education, leisure, all contributing to the economy of the city and the richness of life for everyone. An inclusive built environment is key to enabling equality of opportunity and is a must for all the Council's plans and projects.

This City Charter is a clear commitment to collaborative working with all residents and users of the city and facilities, a continued promise of talking to all residents and groups to ensure that any obstacles to access are removed and we continue to deliver an inclusive built environment, safe and accessible to all.



Councillor Dad



Guildhall



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The Deep



King William Statue



1 Street Charter

The Council has a duty under the Equality Act 2010 called the Public Sector Equality Duty. One of these duties requires services to “advance equality of opportunity between people who share a protected characteristic and those that do not.”

Amongst those groups of people described as having a “protected characteristic” are disabled people, older people, and young people, all of whom benefit from having a clear, legible, logical built environment.

Hull City Council through its highways department are committed to our equality duties and to creating and maintaining an accessible built environment giving everyone an equal chance to be involved in the life of the city, socialise, and remain independent.

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 forms part of the policy interventions for a group of strategic planning and development documents, including the Local Plan, Local Transport Plan, the Walking and Cycling Infrastructure Plan and Towards an Active Hull. Key to strategic development of the city is the ambition to create Hull as a walking and cycling city with active travel central to accessibility for all.

Whilst we recognise that some disabled people will still need to rely on personal motor vehicle travel for some journeys, as well as the use of mobility scooters, the way people travel, how much they walk, cycle or use public transport and how dependent they are upon the private car, can have a significant impact upon people’s health and well-being, opportunities to work and access services, the local environment and our climate.

Ensuring that all active journeys, especially those made on foot, by wheelchair or mobility scooter can be made safely, easily and without obstruction is important and can help to encourage active travel particularly for short journeys.

Delivering the interventions set out in the Street Charter supports the long-term delivery of the strategic transport and travel ambitions for the city and championing the needs of disabled residents and visitors.

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 People (RNIB)
- Hull Access and Improvement Group (HAIG)
- Sight Support
- Local Authority departments
- Individual disabled people

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

- Inaccessible crossings
- Shared space
- Parking on pavements
- Advertising boards
- Street/café furniture
- Temporary street works
- Electric vehicle charging
- Wheelie bins/recycling bags
- Overgrown shrubbery and branches
- 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 and people with pushchairs 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 and grass verges.

The Government trialled what have been termed “nudge” crossings in Hull, designed, using behavioural science, to encourage more people to cross at dedicated crossings.

Disabled people have fed back to us that, as these crossings are all different that they are:

- Confusing to some disabled people
- That they can appear to be 3D to some people with a visual impairment meaning that they are not confident in using them
- That the patterns are not as easy to use as the traditional black and white

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 people have to cross, especially in busy areas.
- Ensure that there is an accessible and clear reporting and response process for potential new crossing points and dropped kerbs.
- If required to adopt “nudge” crossings in the city that we will consult with disabled people, particularly those with visual impairments and learning impairments to ensure the design does not prevent them from using the crossing safely.

4. Shared Space

Shared space is an urban design concept that removes many of the barriers to the segregation of pedestrians from other road users most notably motor vehicles, cycles and public transport. The design often includes the removal of barriers such as pavements, kerbs, traffic signs and road markings to form one open space between the building elevations. The intention of the concept is that it creates uncertainty for all road users because it is unclear who has priority. This uncertainty allegedly forces drivers and cyclists to slow down which therefore makes it safer for pedestrians to move about freely.

We all want to make our streets safer for pedestrians, but many people do not realise what a devastating impact removing crossings, kerbs, tactile paving, and other built environment guides has on many disabled people. Visually impaired people 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 difficulties are experienced by sight and hearing-impaired people who cannot see or hear drivers or cyclists and therefore fail to detect their presence or understand their intentions. Cyclists, for example, are asked to ring a bell but of course that will not be heard by a hearing-impaired person, and a visually impaired person cannot see the intentions of drivers.

The result of shared space designs has been that many people avoid these types of spaces adding to isolation and a lack of independence. As a result of these concerns raised during consultation for an 'Inclusive Transport Strategy', the Department for Transport suspended in July 2018 any new designs for shared space.

Our pledge to disabled people

Hull City Council will:

- Continue to involve and consult with disabled people over any new street and public realm designs and react appropriately where safety and lack of inclusion 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 vehicle carriageway clear. Unfortunately, they fail to realise the consequences of their vehicle blocking the footpath. This affects everyone from people 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. Wheelchair users may 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 back up onto the pavement.

Whilst pavement parking has been prohibited in London since 1974, it is not the same for the rest of the country. Successive Governments have recognised it as a problem, but no definitive solution has been legislated for yet. There is therefore a somewhat disjointed approach available to enforcement at present. Some aspects of pavement parking Hull City Council can enforce, and other aspects are under the jurisdiction of the police.

The Highway Code states that drivers 'should not' park on the pavement, however as this is not backed up by legislation it is only advisory that they should not, although local authorities in England (outside London) can enforce against pavement parking where:

1. vehicles are parked in contravention of existing waiting restrictions (for example yellow lines, which also apply to the verge and the pavement)

This means that Hull City Council currently only has powers, through its Civil Enforcement Officers (CEO), to issue any motorist with a Penalty Charge Notice (PCN) for parking on the pavement if that parking is behind an enforceable parking restriction, for example double yellow lines or active single yellow line that is marked on the carriageway and where appropriate supported by the required sign.

2. a designated prohibition has been implemented through a Traffic Regulation Order (TRO) and prescribed, or authorised, traffic signs and bay markings present.

This means that current legislation allows for Local Authorities to make a Traffic Regulation Order (TRO) to prohibit pavement parking on certain named streets covered by the TRO. This would enable a Civil Enforcement Officer (CEO) to issue a Penalty Charge Notice (PCN) to any vehicle parked on a pavement in the area covered by the TRO. This however can be a long process.

3. the vehicle parked is a 'heavy commercial vehicle' with an operating weight of over 7.5 tonnes

A further part of the Highway Code does however state that you must not leave a vehicle or trailer in a dangerous position where it causes any unnecessary obstruction of the road. The pavement, any verge, as well as the carriageway itself are all part of 'the road' and the police retain the power to issue Penalty Charge Notices if a vehicle causes an unnecessary obstruction on the pavement.

The police also state that it is an offence to drive on a pavement for even a short distance unless accessing a driveway by suitable dropped vehicle crossover.

If there are no enforceable parking restrictions, then it requires the police to intervene if it can be shown that the parked vehicle is causing an obstruction to people trying to access the pavement.

Our pledge to disabled people

Hull City Council will:

- Establish accessible ways for members of the public to inform us where pavement parking is causing an obstruction.
- Where there are double yellow lines our Civil Enforcement Officers will issue Penalty Charge Notices to vehicles causing an obstruction

- 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.
- Encourage residents to report instances of pavement parking obstructions, if there are no double yellow lines, directly to the police by ringing 101
- 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, and 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:

- Ensure that, as 'A' Boards constitute a safety hazard for pedestrians and the visually impaired and often create an obstruction for people using mobility scooters or prams, they will not other than in exceptional circumstances (where the formal approval of the highway authority will be required) be permitted to be placed on the public highway. The preference would always be for well-designed permanent advertisements affixed to the premises.
- 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, telegraph 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 cafes on the highway where their suitability is assessed as not constituting a hazard to disabled people and where 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 conditions of the licence, which could include removal of the agreement.
- Take enforcement actions and where necessary 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 about inclusive design and street furniture.

8. Electric Vehicle Charging

The ban on the sale of new petrol and diesel cars by 2030 will inevitably lead to an increase in the ownership of battery powered vehicles leading up to the ban and beyond.

We understand that many Hull residents' homes, for example flats and terraced housing, do not have access to off street parking. Many will be able to charge vehicles at public facilities as these increase in availability across the city, but it is also likely to lead to some vehicle owners wanting to charge a vehicle from home. This is likely to lead to some people running a cable across the pavement to plug in and recharge their vehicle battery directly from their homes.

This situation is likely to give rise to difficulties in getting around for many disabled people, this is likely to be exacerbated where the cable is not well laid across the pavement. These cables, even well laid, could become a trip hazard to older, mobility and visually impaired people as well as an additional effort to the independence of some self-propelling wheelchair users.

Existing legislation, section 162 of the Highways Act 1980, states that anyone who for any purpose places any rope, wire, or other apparatus across a highway in a manner likely to cause danger to a person using the highway is, unless he has taken all necessary means to give adequate warning, guilty of an offence and liable to a fine.

This does require the Council to demonstrate that if any charging cable across a pavement is likely to cause a danger to an individual using the pavement or that insufficient warning of the danger has not been provided before a fine could potentially be imposed.

Our pledge to disabled people

Hull City Council will

- Encourage people to use public facilities wherever possible
- Unless legislation changes, encourage people to only put out cables when they are charging their vehicles and to cover the cables with cable protectors to make it easier for people to use the pavements.

9. Temporary Highway Works

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

It is, however, important that routes and facilities remain accessible and safe. It is important when these works 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, 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.

10. Wheeled Bin and Bagged Waste

Wheelie bins and recycling bags can be a common sight on some pavements. Almost all local authorities operate a kerbside collection service which can cause an obstruction in some areas. With the range of separate recycling and refuse collections this compounds the issue, particularly in the more densely populated areas. 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:

- Adopt a policy such that residents are requested to present their bins at the edge of their property boundary, but within the curtilage wherever possible.
- Promote awareness and encourage residents to be considerate in how they place their bins, and to educate where issues occur.
- Adopt operational procedures such that waste collection staff minimise the potential for obstruction when returning bins to residents' properties.



11. 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.

12. 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

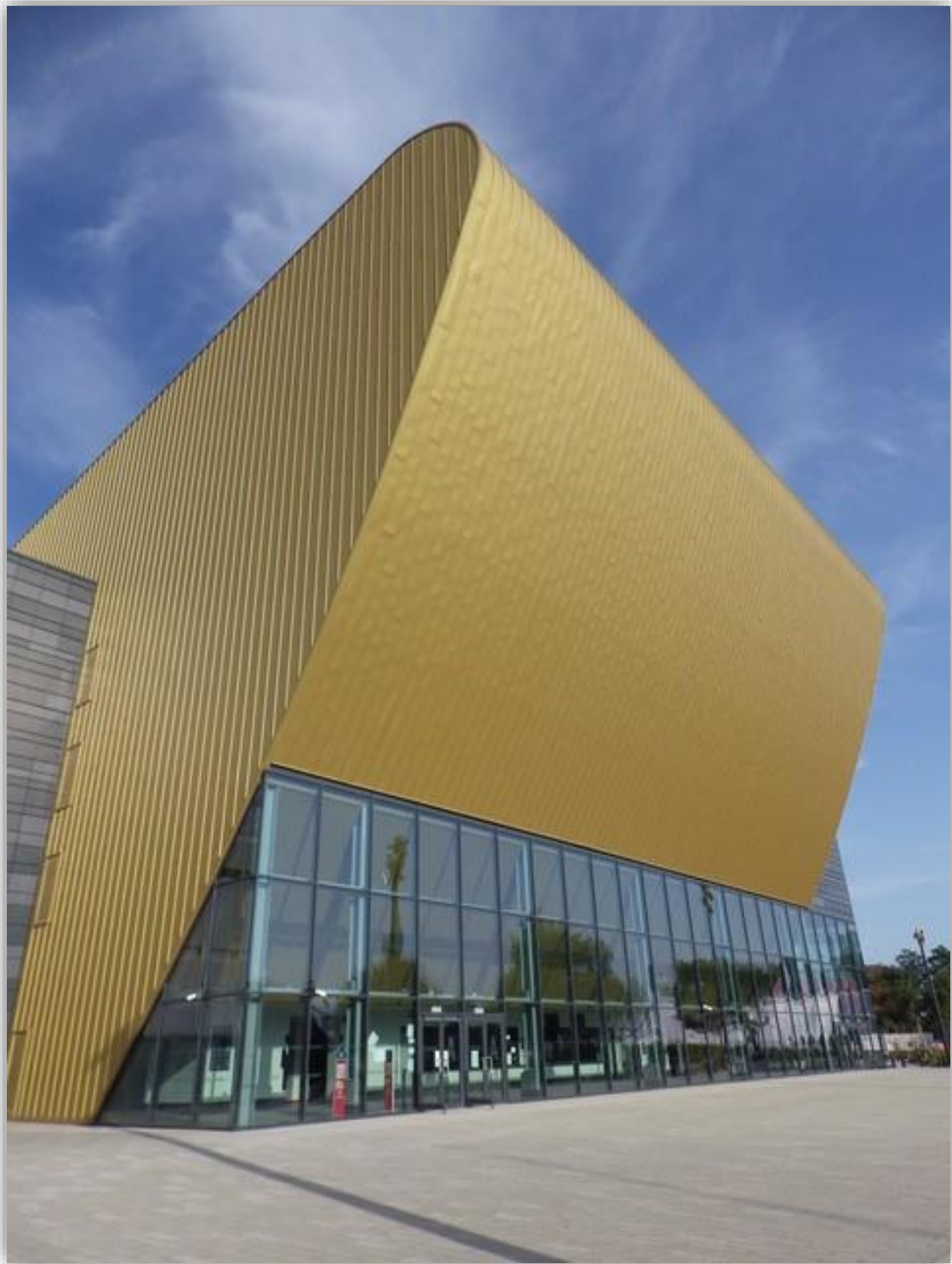
Hull City Council will:

- Deliver proactive and reactive cleansing services to minimise the presence of dog fouling.
- Adopt a range of preventative measures through publicity campaigns, education, and enforcement.

13. Conclusion

The Local Plan and Transport Plan set out the clear strategic vision encompassing accessibility and transport ambitions. The impact of travel and transport and the choices we are able to make or are prevented from making have a huge impact on our day to day lives. The requirements for delivering sustainable travel and accessibility must include the needs of disabled people as an essential part of the design and maintenance of the city's landscape and environment. This Street Charter is part of the Council's commitment to creating an environment that is inclusive and accessible for all.

Connexin Live Arena



Photographs by David Carter