

# PERTH AND KINROSS STREETS FOR EVERYONE: INCLUSIVE APPROACHES TO STREET DESIGN AND MANAGEMENT



## > THE CHALLENGE

Perth and Kinross Council (PKC) found that the volume of requests by disabled people for street improvements (mostly to install dropped kerbs, to deal with street clutter or other barriers to walking) had reached such a level that dealing with them on a 'case by case' basis no longer seemed appropriate. They wanted to explore a new way to prioritise requests for street improvements from people with a range of disabilities and mobility impairments.

## > THE PROCESS

The council approached Living Streets Scotland to work with the Centre for Inclusive Living Perth and Kinross (CILPK) to develop a programme of **Community Street Audits** which would identify barriers to disabled people using the streets and form the basis of a system for prioritising the use of available budgets.

An initial Community Street Audit (CSA) was organised in Perth city centre, with many members of CILPK (which also acts as the local Access Panel) keen to be involved. This led to the preparation of a list of potential improvements and discussions with CILPK on how best to tackle them, taking a route-based approach, rather than seeing each problem in isolation. A dedicated budget (initially £10,000) was allocated to such works by PKC from within existing capital allocations.

The success of this initial audit generated a desire by the council to roll this approach out more widely across the city and to other towns in Perth and Kinross including Crieff, Blairgowrie & Rattray, Cupar, Aberfeldy and Kinross. CILPK organised a training session, which around 30 professional staff and disabled people took part in, providing an opportunity for disabled people to explain face to face the impact of various barriers on their mobility.

Not all the actions resulting from the audits were the responsibility of Perth and Kinross Council, with some involving local retailers and builders. PKC and CILPK collaborated to speak directly to retailers, and CILPK also produced a number of short **videos** which help bring access problems to life.



## > THE RESULTS

- Increased staff appreciation of disabled peoples' mobility needs - and consequences of barriers;
- Some short-term 'quick wins' identified, eg [to follow];
- Helped create more responsive, accountable system for prioritising individual requests/complaints about streets;
- Wider appreciation of how individual faults impact on important pedestrian routes;
- Formation of dedicated budget for access improvements for PKC.
- 'Some short-term 'quick wins' identified, eg: provision of dropped kerbs, tactile strips, relocation of street furniture, and an "A" Frame guidance note;'

## > THE LEARNING

The chief lesson is that bringing together road users and professional and technical transportation staff means that both understand each other's points of view: access issues and technical constraints are shared, leading to practical changes in street design by professionals and better use and targeting of fault reporting by disabled people.

A route-based approach led to better use of resources and understanding of how individual problems affected whole journeys.

It is important to identify tangible actions and budgets to pay for them, and for participants in street audits to see results, as well as timely feedback on the difference their contribution will make, or has already made.