

Denbighshire County Council

Appendix 2

Consultation Questionnaire - What you told us

Which services do you use?

1. SERVICES

Visiting Council Offices

- Need to be more accessible for wheelchair users.
- Rhyl Town Hall office for instance - barriers very difficult to have consultation with staff member.
- Rhyl on my only visit, I was treated quickly and politely.
- If you work 9 - 5pm the Ruthin offices are not open at weekends.
- Should be open longer hours.
- No hearing loops in receptions
- Council Offices parking difficult

Libraries

- Prestatyn has no automatic doors and can't get to 1st floor no WCs.
- Frequently use St Asaph and Rhuddlan library both excellent facilities and really helpful staff.
- An excellent county service with an excellent local library at Corwen.
- If the lift in Denbigh is out of order I cannot get into library. I cannot climb stairs also parking is very bad.
- No disabled parking at Denbigh
- Can't find staff for assistance in Rhyl
- Staff to have disability awareness training

One Stop Shop

- Very useful
- Rhyl Town Hall one stop shop - barriers very difficult when talking with staff member

Cash Offices

- Difficult queuing system to get to cash desk

Leisure Centres and Sports Facilities

- Rhyl can't get in, when in access very poor
- Rhyl Leisure Centre - Poor changing rooms
- Rhyl can't get in, when in access very poor
- Rhyl Need automatic entrance doors
- More Daytime swimming in Ruthin
- Assisted changes rooms needed for children to use leisure centres easily
- No programme for disabled adults only, in fact no programme at all?
- I'm disabled and can't get changed
- Rhyl Lift a nightmare to use
- Denbigh changing great but staff use disabled parking
- More disabled sessions - swimming
- Poor changing rooms
- Need to be more user friendly with opening hours eg weekend and bank holiday.

Assisted Bin Collections

- Letter should not be needed from someone else.
- Don't return bins to right place where there are flats
- Denbigh recycling centre the best and one man so helpful, site is accessible and really easy to use, I HATE gantry access to skips in Rhyl and Prestatyn - really difficult to take refuse bags up to their top.
- A good economical system (blue and white bags)
- Its not green and should be
- What is an assisted bin collection?
- We are responsible people so let us self-certify.
- Gantry access to skips in Rhyl and Prestatyn - really difficult to take refuse bags up to their top.
- Get rid of gantry access to strips of recycling centres - Denbigh is a good example of how well it could work.
- Pictures too small on instructions
- Bins Left to obstruct footpaths

Adults Services

- It is difficult to access a service unless you are critical
- Eligibility criteria too restrictive
- Too expensive
- Should be free of charge

Children's Services

- I called welfare rights and left my number, no one bothered to call me!

Housing Adaption's

- Poor workmanship
- too long too wait
- Lengthy application forms and time to wait

Affordable housing

- As a single man I would have to wait 50 years to get a place
- Are they built to standards for disabled people
- No list of what is available if you have special needs
- More needed

2. ENVIRONMENT

Public Toilets

- Not enough and always closed in winter
- Out of Order most of the time (new toilets)
- St Asaph not always open or nice to visit - too dark
- New system in Corwen has been out of order due to operation problems.
- Where is there easy access to toilets in Denbigh Town. I can only use the libraries so long as they are open?
- Most loos dirty in Denbighshire and few too.
- Always out of order.
- New toilets complete waste of council tax payer's money. Corwen deserves better.
- Improve opening times and availability
- Toilets on front promenade and Sealife should be open 24 hours as holiday makers do not know where to go.
- Denbighshire too few public loos.
- Should be open longer hours and on a Saturday and Sunday
- Always clean
- Nova disabled toilet is old and disgusting, how did it get the Blue Flag award?
- Llangollen and Ruthin (Easy)
- Rhyl a good example of a clean Loo and there is a woman on duty when I visited making sure it was clean.
- Where are they? information needed at Tourist Information offices and a map

Transport

- I don't live on a bus route and have a half hour walk to reach bus stop - not good
- Neither Railway station has access or other service for wheelchairs
- Temporary bus stops in Rhyl are for 9 months but no raised kerbs provided
- Never any consultation with disabled people, eg, rhyl bus station and Prestatyn Station
- Extend bus services to outlying communities or access to public transport. some of us have no choice but to depend on cars or if necessary taxis that we can ill afford.
- No Low level Buses available and being able to stop along country routes
- No community transport for people with learning difficulties, Nightrider for older people only. Wrexham have Chariots
- No consistency of raised kerbs at bus stops, like Bryn Cunin Road provided on one side of road but not the other
- Dial a ride great
- More dropped kerbs by bus stops so we can cross the road
- Neither train station has service for wheelchairs
- Keep Rhyl lift open for people to use at night when coming back from Chester by train.
- More training and help for people in electric wheelchair using buses

Highways

- Car Parking Spaces abused
- Poor pavements hard on wheelchair users unfortunately
- No dropped kerbs or formal crossings in Rhyl front, especially after pavilion
- Not enough dropped kerbs along coast road
- There needs to be more pedestrian crossings and traffic calming measures throughout the county, especially near schools.
- Better marking and maintenance of foot paths and rights of way,
- Need proper crossing to use the Scala,
- No dropped kerbs in Prestatyn town
- No separating line between cycle and pedestrians sides on new cycle ways
- Cycle/pedestrian paths too steep, look at ones at by Nova, Prestatyn
- Footbridges provide no access for wheelchair users only steps
- Pavements blocked either by cars or shop signs, remove them
- More dropped kerbs needed
- I am in the process of getting compensation for damage to my mobility scooter due to pot holes
- Road works signs are frequently placed on the pavement – when should this be done as they obstruct the pedestrian access on the pavement

Parking

- Not enough disabled parking in the centre of Denbigh and too narrow, come on buck your ideas up. you have had plenty of time since the last lot 2006 - 07 and 08, you are doing nothing at all for shoppers in Denbigh who are disabled.
- Remove Charging
- Parking should be free for blue badges, especially since there is no train service or raised bus kerbs in Rhyl it's discrimination as we have no choice
- Make parking free for badge holders in car parks then less will park on street - making roads safer.
- Not enough disabled parking
- Denbigh is very difficult for disabled parking and getting about.
- No on-street parking for disabled people in Prestatyn
- Remove kerbs from disabled parking bays
- Disabled parking should be free to encourage people to shop in the inaccessible high streets
- Make parking free for badge holders in car parks then less will park on street - making roads safer.
- Improve parking area spaces
- No disabled parking in Rhyl, can't support local business, have to use retail parks
- Easy applying for blue badge, staff very helpful

Planning Department

- Improve advertising and sitting of plans and time scales.
- Shops and restaurants still get planning granted when no WC or entrance provided for disabled people.
- New shops still have no access
- Restaurants on first floors with no access
- We need an access officer to make sure disabled access isn't an afterthought
- No advice on access
- Who checks applications for access?
- Improve advertising and where we can see plans
- What about access for disabled in the towns?
- Flats need lifts not just stairs
- Planning website helpful

Getting around Denbighshire

Towns

- Make sure access for disabled people
- Alteration of traffic movement through the towns coupled with wider pedestrian only area
- More use of ramps / get rid of steps
- Improved Signage / more information points for tourists and visitors.
- Buses available and being able to stop along country routes
- Denbigh is very difficult for disabled parking and getting about.
- More Houses
- More dropped kerbs
- Improve parking area spaces - reduce fees improve cleaning
- Free or reduced parking for council tax payers in Denbighshire.

Seafront/Promenade

- Promenade should have been left as it was, could see the sea at all time walking along the prom.
- New buildings more of an obstruction along the prom and block view of the sea.
- Improve cleansing - dog dirt
- Free or reduced parking for council tax payers in Denbighshire
- Still no access to the beach from the Ffrith Gardens
- No access onto the sand if you cannot use the steep steps, especially in Prestatyn
- Cycle/pedestrian cycle path by Nova far too steep for safe use
- Reduced fees for parking for residents
- Only steps onto the sand, only ramps for boat launch
- Free or reduced parking for council tax payers in Denbighshire.
- Take down high wall all along front, give better view of the beach, people driving through could easily miss it.
- Rhyl is dying, also free parking on front for holiday makers to encourage them to spend money.
- Better signage needed
- Money could be better spent than on sculptures
- More seats to use

Countryside

- Better way - marking and maintenance of foot paths and rights of way,
- More publicity to attract visitors and tourists.
- You can only get there in the week due to the poor bus service weekend
- You can't get there due to nil bus service

- Brickfield pond isn't as accessible as you say it is for disabled people
- Produce wheelchair access guides like Shropshire Council
- Who checked out and about for disabled access, it's wrong!
- Heather and Hillforts, thank you for service for hearing impaired
- "Moel Famau and Heather and Hillfort project provide excellent services for people with hearing and vision impairments"

Play Grounds

- Local playground needs upgrading (Corwen)

Museums

- No bus service after 6pm
- Access for disabled need improvement
- Museum very small inside, Library very difficult for disabled people
- Access guide needed saying where you can go in Denbighshire

Theatre's

- Can't see at concerts, seats only at the back for disabled people
- Access for disabled need improvement
- Rhyl's concessionary service let's me afford to go to the theatre
- The gym takes the disabled parking
- Can afford to go more, now there are concessions for carers, thank you
- can't open internal doors, too heavy
- Helpful staff
- Stop Everybodys Gym from using the disabled parking

Places to Visit

- What about Denbigh Castel?
- Ruthin Craft Centre, it is too expensive both in the café and to buy anything
- Don't know what's available more publicity needed (I live here)
- Don't go as I don't know what there is and how accessible it is
- More information needed on access

Education - Colleges

- Need automatic entrance doors at Denbigh and St Asaph

How easy or difficult do you find getting information from the council?

COMMUNICATION

1. Information on website

- Could be better
- I'm not on line at home and assuming everyone is, is a mistake.
- More easy descriptions to find the right link on website
- Improve search engine and tabs, ok if you know what you want and what key words are.
- With a BME community living in the area where are the other languages?
- Lot of information on equality
- Information on same subject but in different places
- No information on how to contact in another language

3. Information in other languages

- What other languages are there available?
- Didn't know there was a service from 'thebigword'

4. To compliment the council or make a complaint

- Could be better
- Provide on DVD information on how to and what services are available

5. Applying for jobs with the Council

- The application forms are only available in PDF format and this can be difficult. Make application forms available in alternative formats including word for ease of completion.

How easy or difficult is it to contact a department?

Customer Service Centre

- Passed from one department to the other
- But customer services is not a department having a gate keeper is not always helpful.
- Mostly helpful but can be abrupt now and then.
- Want to contact the department direct not leave a message with customer service and wait for someone to get back to me
- Customer services answer the phone and don't let it keep ringing

By letter

- I had a reply straight away that was helpful.
- mostly letters answered ok, one or two not as good. Have to chase them,
- No urgency to respond

By E-mail

- I find if you have a contact and their e-mail address, its usually much easier and quicker to get a response.

By Telephone

- Passed from one department to the other, adds to the cost of my phone bill.
- Generally, it is easy to access DCC and its staff - not always good getting the right answers or what you require.
- Getting the right people is difficult, but when located their incredibly helpful –
- Council tax office people in particular are very helpful.
- Left on phone too long, promise to phone back and do not.
- Trading Standards - easy - Highways very helpful and actually do ring back when they say
- Hit and miss

To compliment the council or make a complaint

- Takes ages for a reply never get a proper answer
- Complain - too difficult

- I am in the process of getting compensation for damage to my car due to pot holes?
- Council do not want to hear anything negative, ie complaints
- Get passed around and give up
- Easy explanation needed, use DVD showing how and what services the council provides, what we should be able to expect
- Departments ignore time limits and sometimes the complaint completely

Applying for jobs with the Council

- Applications forms only available in PDF format, should have alternative ones to have more space to write in.
- Unable to fill in form only PDF format available
- Not encouraged to apply for a job, never seen BME in employment for Denbighshire
- No positive encouragement for minority groups to apply for jobs
- As a visually impaired person, I'm not aware of what jobs are available, poor advertising
- No positive promoting to minority groups, we must be invisible

Visiting a building in person

- Most council buildings are not too bad to access
- I'm deaf and don't know when loop systems are in place
- Council Offices parking difficult