

# Solihull

# Street Charter

*Improving Highways Access and  
Movement for Vulnerable Road  
Users*

**Solihull Council** is committed to engaging with all vulnerable road users. We value their input into how we plan, develop and manage our roads, walkways and pedestrian areas.

This charter has been developed in partnership with local stakeholders, including:

- » Individual blind and partially sighted residents
- » RNIB
- » Solihull Vulnerable Road Users Group
- » Solihull Association for the Blind
- » Guide Dogs

The street charter will continue to develop and change to meet the needs and requirements of vulnerable road users.

## **Reporting:**

We commit to:

Promoting easy ways for people to report issues, collisions or injuries that they face.

## **Engagement:**

We commit to:

Involving and consulting with vulnerable road users on new developments and, where possible, making any necessary changes to the schemes.

Promoting the use of the Stay Connected e-bulletin service, to provide regular informative updates on important developments.

## Advertising Boards (a-boards) and Street and Café Furniture:



× Bad practice



✓ Good practice

## Advertising Boards (a-boards) and Street and Café Furniture:

We commit to:

- » Carrying out regular checks of street and café furniture and advertising boards in town centres.
- » Taking a more robust approach to enforcement.
- » Regularly updating policies to reflect local people's needs and to have clear policies available to the public.
- » Working with vulnerable road users to monitor and minimise the impact of any temporary obstructions that appear on the pavements.
- » Working with local business owners to improve awareness of how a-boards cause difficulties for vulnerable road users.
- » Encouraging local business owners to use alternative forms of advertising.
- » Actively engaging with vulnerable road users around the design and implementation of street furniture when town and village centres are redeveloped.

## Parking on Pavements:

We commit to:

- » Working with the police to keep the pavement clear of obstructions caused by parked cars.
- » Investigating and, where possible, implementing new and innovative ways of tackling school related parking issues.



## Waste and Recycling Containers:

We commit to:

- » Continuing to ensure that all rubbish bin collection teams are aware of the importance of not leaving bins where they can cause an obstruction.
- » Continuing to encourage residents to be considerate in how they leave their bins out for collection and storage.



## Temporary Highway Works:

We commit to:

- » Ensuring pavements remain accessible while work takes place wherever possible and considering alternative facilities where this is not possible.
- » Making sure that suitable alternative pedestrian routes are properly signed and accessible.
- » Ensuring that, unless unavoidable, blue badge only parking bays are not taken away.
- » Providing nearby alternatives if parking bays are temporarily lost.

## New Developments / Shared Space:

We commit to:

- » Continuing to work with and consult with the established Vulnerable Road Users Group in relation to new major developments within the borough.
- » Ensuring that consultations about new developments are accessible to all vulnerable road users.

## Crossings:

We commit to:

- » Working with the Vulnerable Road User Group to review and audit pedestrian crossings.
- » Continuing to enforce national guidance when it comes to the use of audible beeps, rotating cones and tactile paving.
- » Talking directly with vulnerable road users where there are plans to change or remove existing crossings.





Solihull Town Centre Approach crossings





## Overhanging Shrubbery and Branches:

We commit to:

- » Providing easy ways for vulnerable road users to report overgrown shrubbery and branches to the Council.
- » Acting swiftly in response to reports by alerting residents to taking action if a property is council-owned.
- » Encouraging residents to be considerate in managing their shrubbery and trees.

## Safe Places

Solihull Advocacy has been working with local businesses to provide safe places where vulnerable people can go for help.

“I need help” cards containing useful contact numbers on (such as carers’ details, family contact details, etc) are carried by vulnerable individuals. The cards can be requested from the Solihull Advocacy website at [www.solihulladvocacy.org.uk](http://www.solihulladvocacy.org.uk)

## Businesses taking part in the scheme commit to:

- » Displaying the Safe Place logo.
- » Giving help when requested – a card is not necessary.
- » Being ready to help and assist anyone who goes to them for help.
- » Creating a temporary safe haven for people, whatever the circumstances.