Policies and procedures
1) What policies, procedures and regulations does the local authority have in place to manage, monitor or regulate the following:
   a) Street furniture, such as advertising boards or café furniture See the following link for advertising boards which are not allowed within RBWM area http://www.rbwm.gov.uk/web/licensing_street_cafes.htm
   b) Parking on pavements No formal policy exists at present.
   c) Wheelie bins that cause a pavement obstruction The local authority is empowered under the Highways Act to deal with items that cause an obstruction to the public highway. Council officers will also seek resolution through informal means where a container is not causing an obstruction as per the statutory definition but causes annoyance.
   d) Shared spaces / surfaces Information not held

Parking
2) Has the local authority taken over the enforcement of minor parking offences from the police and if so which department has responsibility for this? Yes The Parking Team

Shared spaces
3) In the last 5 years how many shared space / surface schemes have been developed in the local authority area and where are they situated? Information not held

   4) How many shared space / surface proposed schemes have been turned down on grounds of safety? Information not held

Equality monitoring and consulting blind and partially sighted people
5) During the planning process for changes to the built and street environment how does the local authority meet its Equality Act 2010 duty to monitor the effect on disabled people? How are blind and partially sighted people consulted during the planning process? We consult the RBWM Access Forum of planning applications. We have not had any requests for alternative formats but these can be made available on request.

6) When the local authority plans disruption such as pavement closures and other temporary obstructions such as scaffolding, how does the local authority meet its duty under the Equality Act 2010 to monitor the affect on disabled people? How do you consult with blind and partially sighted people about such disruption? We consult the RBWM Access Forum of planning applications. We have not had any requests for alternative formats but these can be made available on request.

Pavement repairs and accidents
7) How much has the local authority spent on pavement repairs over the last five years?
2013/14 £244,629
2012/13 £268,993
2011/12 £341,171
2010/11 £372,887
2009/10 £414,697

8) How much has the local authority spent on litigation awards to people who have been injured from pavements in need of repair over the last five years? £52,221.50

9) Over the last five years, how many blind and partially sighted people have received compensation as a result of injuring themselves on a broken pavement? Information not held.

Pedestrian Crossings
10) What percentage of the pedestrian crossings maintained by the local authority, have: Information not held
   a) Tactile rotating cones?
   b) Audible beeps?
   c) Both?

Bin collection
11) Does the local authority have any sort of scheme in place to help residents who are registered visually impaired to take out rubbish and take out/return recycling containers? Yes when requested

Providing alternative formats
12) Over the last five years, how many council planning applications were given to residents in the following formats? Information not held

This concludes your request.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm
We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Ben Savage
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF

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Information Management Feedback Form – FOI66307

1) How would you rate our performance in relation to processing your request:
   Excellent   Good   Fair   Poor

   If you have answered Fair or Poor please suggest how we can improve:


2) Did you receive the response to your request within the advised timescale?
   Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that?


4) Prior to submitting your request did you search RBWM’s website? Yes/No
   If Yes, why did you then need to submit a request (Highlight all that apply)?
• Information required not found
• Information found out of date
• Information not in required format
• Information insufficient to meet need
• Other please specify:

If No, why was that?

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated.