

# Appendix A

## Case Study- Halifax Bus Station

### The Scheme

Calderdale, in partnership with the West Yorkshire Combined Authority, aim to deliver a modern fit for purpose facility that complements the surrounding heritage, public realm and urban fabric of Halifax town centre. Built on the same site as the existing bus station, the redevelopment will significantly improve safety, comfort, connectivity and accessibility for bus station users and local people.

The redeveloped bus station will be an important transport hub and gateway into Halifax town centre, providing key connections for residents, visitors, students and workers to access employment, education, leisure and other essential services.

### Engagement and Consultation Overview

Constructive engagement with technical and community stakeholders has been crucial to informing the development of the proposals. Engagement commenced in early 2018 and has included meetings and workshops, including with bus operators, statutory bodies, officers and councillors from local authorities, accessibility groups and local businesses.

A public consultation ran from Monday 13 January to Wednesday 12 February 2020. The consultation included online engagement and four public events followed by a library exhibition.

### Public Consultation and Stakeholder Engagement

Stakeholder engagement commenced in early 2018 and has continued throughout the outline and detailed design stages to the submission of the planning application. This engagement has taken various forms including:

- workshops;
- meetings; and
- email correspondence

Along with the project team and with support from our consultation and engagement team, we engaged with local disabled people and groups that represent them from the early stages of the scheme and continue to do so as building works and the scheme progresses.

This has ensured that people with a range of impairments and conditions have had early and ongoing input to the design of the scheme, ensuring that important design features and decisions reflect the needs of disabled people.

As a result we are building in accessibility features including:

- A changing places toilet
- Colour contrasted and textured floor wayfinding guidelines
- Audio and tactile information at bus stands
- And we are installing hearing loops in the travel centre

We have also prioritised working with these same groups to minimise the disruption to passengers when the bus station closed for demolition and the majority of bus services moved to the town centre. This included colleagues from the project team providing face to face support in the bus station and town centre to help customers navigate the changes, as well as a coordinated approach to communications and information, including information in accessible formats such as easy read and audio, as well as some new real time information in the town centre.

We were able to listen and respond to accessibility challenges – including trialling an innovative approach to solve an accessibility issue for wheelchair users at a town centre stop.

This project has been a great example of how we've used engagement and an inclusive approach in the design and delivery of a scheme, and it's an approach that can be taken across all of our transport investment and change in the coming years.

We have also completed accessibility workshops/focus groups ahead of the public engagement activities in late 2019/early 2020 which informed the scheme design and key features; one to one Q&A sessions in person with key EDI groups such as with the Deaf Association where we commissioned a BSL interpreter to relay information; and virtual meetings for the bus disruption planning during the different construction phases of the project.

An example of stakeholder workshop attendees is provided below:

<b>Workshop</b>	<b>Meeting Attendees</b>
Accessibility	<ul style="list-style-type: none"> <li>• ACDAF and Accessible Calderdale Project</li> <li>• Age UK Calderdale and Kirklees</li> <li>• Calderdale Forum 50 Plus</li> <li>• CMBC: Sensory Impairment Team, Independent Travel Trainers, Gateway to Care (Occupational Therapist)</li> <li>• Calderdale self-advocacy network - Lead the Way</li> <li>• Community Transport Calderdale</li> <li>• Disability Partnership Calderdale</li> <li>• Guide Dogs</li> <li>• Halifax Society for the Blind</li> <li>• Kirklees Visual Impairment Network</li> <li>• RNIB</li> </ul>
Stakeholder	<ul style="list-style-type: none"> <li>• Arriva/Yorkshire Tiger</li> <li>• Calderdale and Kirklees NHS Hospital Trust</li> <li>• CMBC: Conservation, Markets, Regeneration, Voice and Influence</li> </ul>

	<ul style="list-style-type: none"><li>• Historic England</li><li>• Industrial Museum</li><li>• National Express</li><li>• O and C Property Management Services</li><li>• T J Walsh</li><li>• The Piece Hall</li><li>• West Yorkshire Police</li><li>• Woolshops</li></ul>
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A detailed Statement of Community Involvement report which provides detail on all of the consultation and engagement which the team have done on the Halifax Bus Station project up to the date of publication (April 2020) can be found in appendix B.