

**WANDSWORTH COUNCIL
MOBILITY FORUM – 9 June 2016 : 6-8pm**

MINUTES

ATTENDEES
Adam – CityFleet
Alan MacDonald – CityFleet and Computer Cab
Alice Browne
Antony Merlyn – Southern Railway/GoVia Thameslink Railway (GTR)
Barbara Madeloff
Bill Foxen – Architect, representing Merton MS & St Georges' Hospital patients
Corey Green – Dial-a-Ride
Councillor Cook – Cabinet Member and Deputy Leader of Wandsworth Council
David Dunstan - Wandsworth Older Peoples' Forum
David Smith – Residents' Association
Faryal Velmi – Director of Transport for All (CHAIR)
George Orson - Wandsworth Access Association
Ian Beaton - Wandsworth Access Association
Jim South - Wandsworth Hearing Group
John Parfitt - Wandsworth Access Association
John Slaughter – Wandsworth Council, Mobility Forum Convenor
Loretta Ocloo – Wandsworth Council, Assistant Convenor
Norma MacHaye - Palantypist
Manuel Button – Wandsworth Community Transport
Martyn Ellacott – Phoenix Disability
Michelle Albury
Richard Kempton – South West Trains
Sejal Patel – Treasurer of Wandsworth Access Association
Steve Heeley – Transport for London
Richard Kempton – South West Trains
Rida Nicholson – Chairperson of Wandsworth Access Association
Tiffany Jonas – Wandsworth Council, Parking Contract Officer
Tom Cox – Wandsworth Older Peoples' Forum

APOLOGIES

Kerry Lee – TfL Dial a Ride
Mary Prior – St George's Hospital
Peter Fletcher – Transport for London
Sarah Varnham – Transport for London
Tony O'Connor – London Councils

Govia-Thameslink Railway update – Antony Merlyn, GTR

1. Two new roles, 'station hosts' and 'on-board supervisors' are being introduced on modern trains and across 83 stations, including Balham, Battersea Park, Tooting and Wandsworth Common. The station hosts will sell a range of tickets at host points on station platforms. They will be trained on disability awareness and accessibility. The existing platform staff will be retained and their responsibilities, which include deploying ramps, will not be changed. The station hosts will replace booking office staff, and will be an additional staff resource on platforms for passengers: they will also be able to deploy ramps.
2. Induction loops will be integrated into host information points to provide further assistance to passengers with hearing loss.
3. Conductors are no longer needed in most circumstances on modern trains to operate the doors, and therefore their role will be changed to "on-board supervisors": their responsibilities will include providing intensive customer service to passengers on the train, including announcements, deployment of ramps and inspection of tickets.
4. It is argued that the introduction of 'on-board supervisors' will reduce the rate of cancellation of trains, as currently these have to be cancelled when conductors are unavailable, whereas trains will in future be allowed to operate without on-board supervisors in exceptional circumstances.
5. The 'on-board supervisors' will start to be introduced towards the end of August this year. There will be a 'soft launch' of 'station hosts' experimentally at a number of stations, which will be followed by an evaluation to consider where changes have to be made before the whole programme is rolled out across the 83 stations.

TfL Issues – Steven Heeley, TfL

6. Transport for London (TfL) has appointed a new contractor, Arriva to operate the London Overground service. Their contract is due to start in November this year. Under the new contract with Arriva, evening, weekend and Boxing Day and New Year's services will be extended. Also, more frequent services on some routes, such as between Clapham Junction and Stratford, will be introduced.
7. The night tube service will be introduced in phases across the London Underground network. The roll out of the night tube service will begin with Central and Victoria Lines on 19 August followed by Northern, Jubilee and Piccadilly lines later this year.
8. TfL is working together with users, councils and other partners to deliver a 'social needs transport review'. It seeks to integrate Dial-a-Ride, Taxicard, community transport and other transport services in response to feedback received from users. The 'social needs transport review' will allow for a single booking system across the existing services thereby ensuring effective use of resources. The dates for the delivery of the review and consultation on it are unknown. However, the review document is available on the internet, as it was presented to TfL's Board in October

2015, but it has not been published. A question was raised asking what has happened to the Capital Call scheme.

9. A taxi and private hire assistance dog campaign has been launched following a recent prosecution case of seven private hire drivers who refused to accept disabled passengers as they were accompanied by assistance dogs.
10. Another similar campaign will be launched later this year to raise awareness among taxi and private hire drivers of their responsibilities towards wheelchair users.
11. There was a complaint about the behaviour of students from St Cecilia's School on route 39 in the afternoon, which allegedly discourages use of the route by the elderly. Anti-social behaviour among school children on buses is investigated and dealt with in two ways by TfL following official complaints: the first option would be for TfL to facilitate behavioural change through 'youth travel ambassador scheme' in secondary and sixth form schools in London. The goal of 'youth travel ambassador scheme' is to educate pupils and students about transport, including responsible behaviour on public transport services. The second option would be for TfL to revoke a pupil's Zip Oyster card following incidents of anti-social behaviour. The pupil then has to earn it back upon improvement in his/her behaviour and compliance with behaviour code for the Oyster.
12. The consultation results for the Wandsworth Town Centre project have shown a majority in favour of the proposal, with 57% of 849 respondents supporting it. Following the outcome of the consultation, TfL aims to proceed with the implementation of the scheme by 2018.
13. A sub-regional mobility forum was held on Friday 3 June, where attendees shared their ideas about accessibility issues that should be covered in a new version of the Mayor of London's Transport Strategy (MTS), which the new Mayor will be producing.
14. It was reported that some bus drivers do not provide enough time for passengers with mobility difficulties to sit down before pulling away from bus stops. They are allegedly unsympathetic when passengers fall or injure themselves as a result of their actions. A new bus driver training programme is being introduced across London, delivered by TfL rather than by individual operators. This TfL led programme will place emphasis on customer service and passenger care, and will hopefully improve driver's attitude towards passengers' needs.
15. Crossrail trains are coming into service soon on TfL rail services before the initial roll out in two years on the Crossrail route. TfL aims to test the trains to evaluate how they are used by passengers. Clarification was sought on whether or not disabled people are being consulted on the design of the trains and the testing of them.

Action: Steve Heeley is to report back on

- 1. the publication date for the 'social needs transport review' and plans for consultation;**
- 2. the fate of Capital Call,**
- 3. the involvement of disabled people in the delivery of Crossrail services, and**

4. A response to the request (carried forward from an earlier meeting) for an island outside the Doctor's surgery at 125 Upper Richmond Road.

Dial-a-Ride update – Corey Green

16. The five mile limit for Dial-a-Ride journeys has been criticised by users and discussed in the Social Needs Transport Review. TfL is, therefore, reviewing this policy to assess the impact, particularly on short journeys, if the limit is removed.
17. The terms and conditions for passengers with dementia are being changed. Under the new terms, it is no longer mandatory that passengers with dementia are accompanied by escorts. Instead, the new terms allow passengers to travel alone if they have been signed off by a doctor or medical professional. Their conditions then have to be reviewed periodically to confirm their ability to travel alone. A pilot is being run for this new arrangement, and TfL are looking for suitable volunteers for this.
18. Booking for Dial-a-Ride journeys can be made two weeks in advance to access appointments. However, there was a complaint about being unable to secure a booking like this, due to schedules not being available. Corey explained that it is worth trying again closer to the required date, as more vehicles and drivers become available. She agreed to report this complaint back to Dial-a-Ride.
19. Dial-a-Ride is currently updating its booklet: suggestions and feedback are welcome. The new booklet will be released by autumn this year.

South West Trains (SWT) update – Richard Kempton

20. Richard Kempton explained that there are no announcements in the café and waiting rooms on the platforms at Clapham Junction because they serve pairs of platforms, with high frequency train services, requiring constant platform announcements which would “bombard” passengers in the waiting rooms. There are electronic screens in the waiting rooms providing clear information, and there are plenty of staff around to provide assistance to the visually impaired.
21. The involvement of disabled people in training of customer service personnel would be logistically difficult unless they are permanently employed by SWT. Training sessions are held every three to four weeks in Basingstoke for frontline staff and they would require their full engagement. However, as part of the current training programme, SWT are sometimes able to get staff to interact with disabled passengers at stations such as Woking and Clapham and Waterloo.
22. A request for seating on the footbridge at Clapham Junction was made at the last Mobility Forum. Richard confirmed that this is being considered by SWT and he is awaiting a response.

Action: Richard is to report back on the request for seating.

23. SWT are working with their coach and bus contractors to ensure accessible buses are provided where possible for rail replacement services. In cases where this is not possible, cab services may be offered instead.
24. In response to a request for tactile paving to be installed at the help point on platform 1 of Putney Station, Richard explained this provision is not standard practice: he referred to the document "Accessible train station design guide for disabled people: a code of practice", published in 2011 by Department for Transport. However, SWT are willing to consider the request: there are site constraints and challenges to successfully accommodating the tactile paving here, but they are looking for the best way forward.

Action: Richard Kempton is to report back on progress with tactile paving.

25. As part of ATOC (Association of Train Operating Companies) disability equality training being developed for all train companies nationally, staff have been trained in various scenarios on how to deal with disabled passengers. It was acknowledged that disabled people have not participated in some of the key scenarios and this was criticised. As the training programme has yet to be finalised, a further update will be provided at the next Forum. The Disabled Person Protection Policy is also being reviewed simultaneously, and a draft has been submitted to Office of Rail and Road (ORR).

Action: Richard is to report back on the full disability equality training package.

26. The problem of the large gap at Clapham Junction between part of platform 12 and trains could be addressed by either raising this area of platform to enable passengers to easily board, or/and announcing to passengers in advance the best location to board or alight the train. The second option seems practical, simple and inexpensive to deliver. However, responsibility for the issue is split between Network Rail, SWT and Southern Railway.

Action: Richard is to report back on how this gap is going to be addressed.

Transport for All Update – Faryal Velmi

27. A review of Network Rail funding is proposing a 50% reduction in Access for All funding for the period up to 2019, thereby restricting resources for accessibility projects at stations. Transport for All (TFA) has raised strong opposition to the proposal and is awaiting a response from the Secretary of State for Transport.
28. TFA has a meeting planned with the new Deputy Mayor for Transport, Valerie Shawcross, to discuss accessible travel, including the soon to be launched night tube service. TFA will report back to the Forum on the level of staff that will be available to assist disabled passengers for the night tube service.
29. Safety concerns about cycle lanes passing between bus stops and the main footway have been raised with TfL, due to the conflicts which can arise between cyclists and

passengers alighting from buses. TFA has asked TfL to delay any further work on these to allow further safety assessments to be carried out.

Action: Faryal to report back on Access for All rail funding, and staffing resources for the night tube services to assist disabled passengers.

Shopmobility Update – Manuel Button

30. Wandsworth Community Transport (WCT) is bidding for some Dial-a-Ride work in Wandsworth, Merton and Lambeth, and is awaiting the outcome .
31. Manuel reminded us that there is a big issue about electric wheelchairs accessing taxis, and he hopes that Uber will be able to attend the next Forum to speak about their solution. According to one report, there has been a decline in Taxicard usage of 40% over the last five years. Some Councils, including Wandsworth, do not allow double swiping of Taxicards, which prevents some Taxicard users from getting full value from their card. It was again suggested that having a personal budget for travel would allow people to choose the most appropriate means of transport for their needs.

Action: Faryal to ensure Uber are invited to the next Forum

Issues raised at the Council's Passenger Transport Liaison Group (PTLG) – John Slaughter

32. The PTLG meets quarterly to discuss transport issues, including changes to bus routes, stations and accessibility matters. A hand-out of recent issues was provided. One particular issue has been proposals to change bus routes, 424 and 485. TfL ignored Wandsworth Council's concern that Wandsworth Riverside Quarter needed a bus service to Putney, and instead proposed a service to Fulham Broadway. Hammersmith & Fulham Council have also objected to this proposal. New proposals are now awaited from TfL.

Any other Business

33. William Foxen offered to comment on the access issues arising as Network Rail design the improvements at Battersea Park Station.

Date of Next Meeting

Thursday 1st December, 13.30hrs for 14.00hrs start