

WANDSWORTH BOROUGH COUNCIL

TECHNICAL SERVICES DEPARTMENT

**Minutes of the Wandsworth Mobility Forum
2pm, Thursday 27th November 2008
The Town Hall Council Chamber, Wandsworth**

Present:

Joseph Healy (Chair)	Transport for All
Alison Buick	WAA Member
Angela Gayton	WAA Member
Angela Mollo	SW trains
Barbara Madeloff	WAA Member
Belinda Danino	Stakeholder Engagement, TfL
Betty Price	WAA Member
Cara Stimson	Network Rail
Clare Kakembo	
Colleen Bowen	WAA Member
David Hare	Senior Customer Services officer Wandsworth Council
Edward Kantar	
Emily D'Silva	WAA Member
Fitzroy Beckford	
Ian Seabrook	TfL Public Carriage Office
Jim South	WAA Member
John Chalmers	Adult Social Services, Wandsworth Council
John Slaughter	Transport Planning, Wandsworth Council
Joyce Mamode	Dial-a-ride, TfL
Laurence Gayton	WAA Member
Manuel Button	Wandsworth Community Transport
Margaret Snell	WAA Member
Martyn Ellacott	Chair of WAA
Mary E Crawford	WAA Member
MaryAnn Jackson	Stakeholder Engagement, TfL

Paula Haustead	Network Rail
Susie Romeo	Palantypist
Valerie John	Carer's Association
Vanessa Green	Transport Planning, Wandsworth Council
Vera Aikins	Account Manager (Taxicard), Computer Cab
Wendy Moreton	Social Services, Wandsworth Council

Apologies:

Bridie Tobin	WAA Member
Diedre Ratwayake	WAA Member
Dr Peter Pandey	WAA Member
Gill Wheeler	WAA Member
John Wheeler	WAA Member
Odette Baltarel	Balham Resource Centre
Alastair Fraser	Action for Blind People
Cllr Bowes	Councillor, Wandsworth Council
Cllr Mrs Jane Cooper	Councillor, Wandsworth Council
Cllr Randall	Councillor, Wandsworth Council
Cllr Senior	Councillor, Wandsworth Council
Kerry Lee	London Buses, TfL
Louise Shellard	WAA member
Nina Webster	Walking & Accessibility, TfL
Paul Bentley	South West Trains
Suzanne Pennington	Leisure and Amenities, Wandsworth Council
Tony O'Connor	Project manager, mobility, London Councils

ITEM	DETAILS
1.0	Introductions and Apologies
1.0.1	Attendance and apologies listed above.
2.0	Matters arising from last Meeting on 22nd May 2008
2.0.1	No amendments raised.
2.0.2	Separate bays for taxicabs bearing the target symbol (the Taxicard Roundel)
	Ian Seabrook reported that unfortunately this is not possible as there is no legislation to permit separate ranks for taxicard and

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	ordinary taxis.
2.0.3	<p>Multi-trip Taxicard booking:- return trip failed to turn up</p> <ul style="list-style-type: none"> This was investigated and apparently the cab did return, and they couldn't contact the customer.
2.0.4	<p>Complaint re procedures following accident in Dial-a-Ride vehicle (passenger not secured)</p> <ul style="list-style-type: none"> Unresolved. The DaR health and safety officer advised complainant to contact the claims people, but there has been no resolution. <u>ACTION</u> Joyce Mamode
2.0.5	<p>Use of Consolidators to sub-contract jobs that Dial-a-Ride cannot do</p> <ul style="list-style-type: none"> Not going ahead due to lack of funding. Currently focusing on improving existing DaR services and efficiency.
2.0.6	<p>Dial-a- Ride return Journey cancelled night before trip</p> <ul style="list-style-type: none"> Betty provided DaR with the information but is still awaiting a response. <u>ACTION</u>:- Joyce Mamode
2.0.7	<p>“Stagecoaching” with Taxicard not allowed in Wandsworth</p> <ul style="list-style-type: none"> Dave Hare reported that despite inviting people to provide their views on Wandsworth Council’s policy, he had received only two complaints. TfL are considering capping the contributions that they give to the taxicard scheme, which may affect the Council if there is a short fall in the budget for 2009/10. Individuals can send their views to the Council’s Customer Service team, at the following email address: Concessionarytravel@wandsworth.gov.uk or by ringing the Customer Services Helpline on 0208 871 8871. TfL commissioned Transport for All to carry out a study on “stagecoaching” in 7 boroughs. Over two hundred taxicard users were interviewed – half who did stagecoaching and the other half who didn't. The result indicated that there was no overall benefit to either taxicard users, to the boroughs or to TfL. The majority of users felt it wasn't an overall benefit which would encourage other boroughs to adopt the policy.

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2.0.8	<p>Information on Taxicard Accounts</p> <ul style="list-style-type: none"> Martyn Ellacott has displayed on the WAA website how Taxicard members can access information about their account, including number of remaining trips. <p>http://www.wandsworthaccess.org.uk/resources/Taxicard+Internet+User+Guide.pdf</p>
2.0.9	<p>Wheelchair users not being securely strapped into taxis</p> <ul style="list-style-type: none"> ComCab have yet to supply Martyn Ellacott with a copy of their Complaints procedure. <u>ACTION:- Comcab/JSI</u> ComCab have supplied a copy of the pamphlet to all people interested - available on WAA website: http://www.wandsworthaccess.org.uk/resources/Disability+card.pdf ComCab have advised drivers on correct procedure to strap in wheelchair users, and how powered wheelchair users are to be correctly secured. BM asked whether this included advice on ramps. <u>ACTION: JSI</u>
2.0.10	<p>St George's Hospital Upgrade</p> <ul style="list-style-type: none"> A request for buses to stop anywhere on the perimeter road cannot be met due to Health and Safety issues. There are now 5 stops on the perimeter road which should be sufficient to access most parts of the building.
2.0.11	<p>Information for Visually Impaired people at bus stops</p> <ul style="list-style-type: none"> TfL have no plans to develop talking bus stops in the near future, but hope that with the improvement of information at bus stops, on buses, and improved driver communications with passengers that it will become easier for people to find out where buses are going. TfL would need to consider whether there is an electricity supply available at each stop for audio announcements, and impact on local residents etc.

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<p>2.0. 12</p>	<p>Healthy living seminars for older people in Wandsworth</p> <ul style="list-style-type: none"> • Wendy Moreton distributed the Older People’s Strategy. She highlighted the active days programme, which is provided through Age Concern. She asked the PCT whether they can do some healthy living seminars but hasn’t had a response.
<p>2.0. 13</p>	<p>Improvements to bus stops</p> <ul style="list-style-type: none"> • <u>Buckhold Road</u> - Vanessa explained that there is a westbound bus stop on Wandsworth High St that serves the north end of Buckhold Road. The distance to the next bus stop is 503m. There may be scope to put in an additional bus stop outside St George’s Park, slightly north of the existing northbound bus stop near Broomhill Road. This would reduce the bus stop distances down to about 250m. <u>ACTION: VG to investigate</u> • <u>Wandsworth Bridge bus shelter</u> – Shelter has been installed at the southbound bus stop near Wandsworth Bridge. • <u>Request for shelter or seat near Earlsfield Station (southbound)</u> – Due to the narrow width of the footway, the presence of the café’s awnings/tables on footpath and utility covers, there is insufficient space to put in a shelter or seat. • <u>Width of seats in bus shelters</u> – The seats are designed to discourage loiterers late at night, to stop people sleeping on them, and to shed water. Some shelters have full width seats such as at the Green Man bus stand – these may become more widespread when the new “Landmark London” shelter is released this spring. • <u>Countdown in Clapham Junction</u> – of the 14 stops at CJ, 9 have shelters. Of these, 5 have Countdown displays. When the installation of the new i-bus system is completed, new countdown displays based on a digital GPS system will be rolled out.

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3.0	Bus service developments Belinda Danino and MaryAnn Jackson, Transport for London
3.0.1	<p>Introduction</p> <ul style="list-style-type: none"> • London’s bus network is one of the biggest in the world. There are currently 7,000 buses in the fleet; 6m passenger journeys every weekday, around 700 routes and around 17,000 bus stops. Freedom pass holders (including disabled travellers) receive free travel. TfL recognise that transport services, and especially bus services, need to be made as accessible and easy to use as possible. • Recent initiatives to improve safety and security include CCTV and transport police on bus services. • All London’s buses have been low floor and wheelchair accessible since December 2005.
3.0.2	<p>Accessibility Features on Buses</p> <ul style="list-style-type: none"> • Greater than standard wheelchair bay area • Higher percentage of seats in low-floor area of bus • Maximised number of forward-facing seats in lower saloon with vertical hand poles by each row • Outward-opening doors that provide more room to alighting passengers • Additional hand poles on stair case • Horizontal hand rails from door entrance to seating area • More generous seat spacing • Removal of some tip-up seats because people with mobility problems are finding it difficult to use them
3.0.3	<p>BTEC driver training</p> <ul style="list-style-type: none"> • Previously the individual bus companies trained their drivers but the training wasn’t regulated. • Now TfL regulate the training through the BTEC qualification which provides a high and consistent standard across London. • All London bus drivers must achieve a bespoke BTEC vocational qualification in their first year of driving • BTEC explores day to day service delivery with emphasis on

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	<p>driving standards, customer care and disability equality</p> <ul style="list-style-type: none"> • As part of BTEC, bus drivers must pass a driving assessment, independently accredited by the Driving Standards Agency (DSA) • Since the BTEC was introduced, there has been a steady improvement in driving standards, as measured by the DSA • Around 20,000 bus drivers with one or more years' service have a BTEC at any one time (the remaining 2,500 drivers are working towards it)
3.0.4	<p>Ramp Availability & maintenance</p> <ul style="list-style-type: none"> • An annual audit of 2053 buses from 89 garages over a three-week period revealed only 17 buses had faulty ramps (0.8%). • A separate check of 2073 buses over 12-months up to March this year revealed only 8 ramps were not working. • Vehicles are monitored monthly to ensure that ramps are working properly.
3.0.5	<p>i-bus</p> <ul style="list-style-type: none"> • All buses to be fitted with iBus by end of spring 2009. • Provides more accessible information for those with vision and hearing impairments, with the next bus stop announced via the bus's PA system, and by a visual display of the next stop and the final destination on screens in the bus. • Easier to understand for people with learning difficulties, passengers on unfamiliar routes and those for whom English is not a first language. • iBus is based on Satellite GPS tracking, so the exact location of the bus can be relayed to countdown displays at bus stops and provide real journey time information. This information is also relayed to bus operators so they can regulate the buses to provide a better service.

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3.0.6	<p>Bus Stop Accessibility Improvement programme</p> <ul style="list-style-type: none"> All bus stops in London were audited by mid-September 2007. Any bus stops needing further work to make them accessible were identified and a large number have since been improved. There is an ongoing programme to bring the remaining bus stops up to standard, by raising kerb heights, removing impediments to boarding and alighting, and extending bus stop clearways to allow buses to pull in close to the kerb.
3.0.7	<p>Changes to stopping arrangements</p> <ul style="list-style-type: none"> Bus drivers are now required to stop at all bus stops where someone is waiting, regardless of whether the person waiting flags down the bus.
3.1	Question and Answer Session
3.1.1	<p>Hearing Loops on Buses</p> <p>Barbara asked whether TfL Buses had hearing detection loops.</p> <p style="text-align: right;"><u>ACTION:</u> TfL to check</p>
3.1.2	<p>Bus drivers not knowing the routes</p> <p>Barbara complained that many drivers don't know the route very well so can't provide information on where to get off, particularly on routes 219 and 319.</p> <p style="text-align: right;"><u>ACTION:</u> TfL</p>
3.1.3	<p>Request for better flooring in wheelchair area of bus</p> <p>Mary explained that when she rides on buses, her wheelchair moves around, which makes for an uncomfortable ride. She suggests some form of restraint is installed with rubber flooring to improve adhesion.</p> <p style="text-align: right;"><u>ACTION:</u> TfL</p>
3.1.4	<p>Problems with P5 bus accessing bus stops</p> <p>Mary highlighted a bus stop in Thessaly Road near the school and a doctor's surgery that often has cars parked nearby so the bus can't access the bus stop.</p> <p style="text-align: right;"><u>ACTION:</u> JSI/VG</p>
3.1.5	<p>Problems with Route 44 bus</p> <ul style="list-style-type: none"> Clare K alleged that the service on Route 44 is infrequent and overcrowded. Sometimes it's impossible to get on several buses in a row at the Anchor Centre, Garratt Lane. Belinda responded that the 44 has recently been improved and

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	<p>extended, with increased frequency. She believed that traffic delays had affected the service. <u>ACTION:</u> TfL to review service</p>
4.0	<p>Access to local railway stations Cara Stimson & Paula Haustead, Network Rail</p>
4.0.1	<p>Clapham Junction Station</p> <ul style="list-style-type: none"> The works are underway to provide lift access to all the platforms at Clapham Junction. Platforms 1 - 6 are progressing very well, with the lift shafts to be installed over Christmas, and lifts to be opened by summer 09. Lift pits for platform 7 - 10 and 13 and 14 are scheduled to be installed over the Christmas period. Proposals for platforms 15, 16 and 17 are currently being reviewed with the train operating companies. Works are scheduled for completion by September 09. <p>4.0.2 Putney Station</p> <ul style="list-style-type: none"> Access is to be improved in conjunction with South West Trains, with lifts to the station platforms from the ticket office, improved retail provision, and a ramp into the ticket office from the street. The work will be difficult to undertake due to limited access and working areas. They are hoping to undertake detailed design over the next year, and to combine the works with the platform extensions planned over the next 5 years. <p>4.0.3 Balham Station</p> <ul style="list-style-type: none"> An accessible lift has been commissioned in the last few weeks. <p>4.0.4 Earlsfield Station</p> <p>Accessible lifts are proposed, but the site is very complex, with restricted access and working area. Network Rail are working closely with the Council and SW Trains to find the best solution.</p>
4.1	<p>Question and Answer Session</p>
4.1.1	<p>Timetable for lifts at Earlsfield station</p> <p>Network Rail are hoping to install lifts by the end of 2010.</p>

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4.1.2	<p>Disabled Toilets at Earlsfield</p> <p>In response to a question from Martyn, Cara explained that there are no plans to install a disabled toilet as part of the works.</p>
5.0	<p>Proposed Travel Support Service for Older People – Wendy Moreton, Wandsworth Council Adult Services</p>
5.0.1	<p>Introduction</p> <ul style="list-style-type: none"> • The Council has funded a number of schemes as part of the preventive strategy for older people in Wandsworth. One of those is a pilot scheme to find out if older people need support to use existing transport services (including buses, trains, taxis, using taxicard or other mobility services). • The Council is working with Wandsworth Community Transport (WCT) and Wandsworth Age Concern. • Older people may encounter barriers to the use of public transport. The Council proposes to provide support to older people who may have lost their confidence in using public transport, by providing more information, a buddy to support them in using the services; and to escort them on a number of services to build up their confidence.
5.0.2	<p>Feedback on Older People’s Strategy</p> <ul style="list-style-type: none"> • Manuel Button explained how WCT carried out travel training for people with learning disabilities in conjunction with “Generate”. Something similar could be developed for older people. Communal trips on buses to places of interest would encourage people to travel and enjoy using buses. • Alternatively Dial-a-Ride, taxicard, and WCT services could be offered to suit individual’s needs. • Barbara M suggested talking to the occupational therapy service about people recovering from a stroke, who need encouragement and confidence to go out again. • Martyn asked whether door-to-door services could be improved using community transport vehicles, as some people find it difficult to get to bus stops or taxi ranks. <p style="text-align: center;"><u>ACTION:</u> Wendy to consider.</p> <ul style="list-style-type: none"> • TfL already provide a mentoring scheme to give disabled people

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	<p>assistance with travel, showing them how the services operate, where to go if things go wrong, with the aim to build confidence and to introduce people to public transport.</p>
6.0	Taxi Issues – Wheelchair Carriage – Ian Seabrook, PCO
6.0.1	<ul style="list-style-type: none"> • At the previous Forum several people claimed that they weren't aware they had to be secured while travelling in a taxi, and drivers often don't offer to secure wheelchairs. There was also confusion over the correct position for wheelchairs in taxis. • An information leaflet has been provided by ComCab for taxi drivers and wheelchair users, which illustrates the correct position for wheelchairs in taxis, and how to secure them. • The leaflet says "the safest way to travel in a taxi is with your wheelchair properly secured and facing backwards. For your own safety, we advise you to travel in the position shown. Please ask the driver for assistance". • Most drivers are now being instructed that when they do take on board a wheelchair user, they should offer to secure the wheelchair in position. • TfL is developing an information sticker to go inside taxis to inform drivers and passengers of the correct position for wheelchairs. <p style="text-align: right;"><u>ACTION: TfL/PCO</u></p>
6.1	Question and Answer Session
6.1.1	<p>Is the meter running while passengers are strapping in?</p> <ul style="list-style-type: none"> • The meter is running from the time the cab reaches the pick-up point, including time taken to be strapped in. This is the same for any passenger. Unsecured passengers are unlikely to be covered by the driver's insurance, and travel at their own risk.
7.0	Dial-a-Ride up-date - Joyce Mamode
7.0.1	<p>Update on recent changes</p> <ul style="list-style-type: none"> • A few initial issues with the new computerised booking system have been resolved. It went live at the beginning of September

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	<p>08, and improvements are already starting to show.</p> <ul style="list-style-type: none"> • During the last 4 week period, completed trips London-wide were 4% up on the same period last year. • In Wandsworth requests are up 2% compared to this time last year, completed trips are up 4% and refusals down 1%. • DaR have reorganized the call centre, to have 3 local teams to deal with South London, North London and West London. This enables staff to develop local knowledge of the area. There are new procedures for dealing with issues that arise, particularly when there are problems en route, and the reorganization into local teams should benefit this. • Priority is given to passengers waiting for more than 15 minutes, and also to completing return journeys over starting new outward journeys, to ensure people don't get stranded without a return trip. Wheelchair passengers are prioritised.
7.0.2	<p>New DaR bus</p> <p>DaR has introduced a new bus to its fleet (on show at the Town Hall on the day of the meeting). It has air conditioning, and a flexible seating arrangement whereby seats can be tipped up to accommodate a wide variety of users (including wheelchair users) which provides DaR more flexibility throughout the day. The bus has equipment to secure wheelchairs. 11% of booked journeys are subsequently cancelled, so with the new bus these cancelled journeys can be more easily reallocated to other people.</p>
7.0.3	<p>Door to door review</p> <p>Discussions are taking place with London Councils on the integration of door-to-door services.</p>
7.0.4	<p>How to make a complaint</p> <p>Joyce circulated a Customer Charter with 3 phone numbers.</p>
7.1	<p>Question and Answer Session</p>
7.1.1	<p>Provision for luggage on new DaR bus</p> <ul style="list-style-type: none"> • Martyn commended the new design for the DaR bus, but wondered if more provision could be made for luggage. • Joyce responded that DaR limits luggage to 2 bags because of

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7.1.2	<p>space considerations.</p> <p>Confidence in DaR</p> <ul style="list-style-type: none"> • Manuel believes that now DaR have made significant improvements to their operation, everyone should try it. The more people use it, the higher the chance of DaR getting additional buses, leading to more opportunities to travel and less refusals. • A marketing drive in South London is planned because of a drop off in demand. • Colleen had lost confidence with DaR through a few bad experiences. She has on occasions had to wait all day to find out whether a trip can be made or not. • Joyce explained they try to schedule as many trips as possible as they come in but it is not always possible. Booking is more likely to be successful at quiet times of day; and if passengers are flexible about the time of travel.
8.0	<p>Developments at Transport for All - Joseph Healy</p>
8.0.1	<p>Update</p> <ul style="list-style-type: none"> • Joseph is no longer working for Transport for All (TfA). • TfA have had funding cut. Have recently won a major 4-year contract with London Councils to provide advice and training across London, to providers of community transport service and users of accessible transport. They are working with community transport associations, providing training for their trustees and some of their drivers. TfA are also organizing a series of information sessions for disabled people across London about accessing transport. <p>TfA have revamped their website: www.transportforAll.com</p>

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9.0	Wandsworth Community Transport – what would you like to see over the next 4 years? – Manuel Button
9.0.1	<p>Update</p> <ul style="list-style-type: none"> • WCT have just won a 5 year contract with Wandsworth Council to provide community transport services in Wandsworth. • WCT will be asking for views about any additional services that people need. The main contract is for mini-buses for community groups, shopmobility services and transport for regular outings. • WCT also bid unsuccessfully for funding for a door-to-door service, as they believe there is a gap in the provision of transport for things like holidays, airports, long distance journeys that cannot be made with Dial-a-Ride and taxicard.
9.1	<i>Question and Answer Session</i>
9.1.1	<p>Transport to Airports</p> <ul style="list-style-type: none"> • Transport to airports can be offered, but at present WCT do not have funding for such trips, so they charge the cost of hiring a minibus, ie £40-£50 for the trip.
9.1.2	<p>Hospital appointments</p> <ul style="list-style-type: none"> • WCT often get requests for hospital trips but do not have the capacity to meet the demand. They will consider such trips in an emergency, but would have to charge for a whole minibus. • Fitzroy wondered if WCT would consider a subcontract with the PCT to deliver a hospital service. • Manuel explained that WCT contracts are very large, but he might consider bidding for the next one.
10.0	<i>Any Other Business</i>
10.0.1	<p>Stagecoaching</p> <ul style="list-style-type: none"> • A motion proposed by Manuel, was supported by a majority of attendees, requesting the Council to consider allowing double-swiping of taxicards. <p style="text-align: right;"><u>ACTION: DH</u></p>

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<p>10.0.2</p>	<p>Tactile Paving</p> <ul style="list-style-type: none"> • A complaint alleged excessive use of tactile paving in the borough, and requested a reduction to assist those with ambulatory problems and using wheelchairs. • John explained that this issue is being investigated in relation to the new scheme at Clapham Junction. <u>ACTION: John SI</u>
<p>10.0.3</p>	<p>Speed Humps</p> <ul style="list-style-type: none"> • The Council was asked if it will remove speed humps from Wandsworth, to assist ambulances on emergency calls. • John responded that if humps are removed, the Council would have to find other ways of restricting vehicle speeds – signage alone is ineffective.
<p>10.0.4</p>	<p>Prioritising Transport Provision</p> <ul style="list-style-type: none"> • Claire asked if transport could be allocated by need rather than by demand. Joyce responded that DaR is not in a position to make judgements about need.
<p>10.0.5</p>	<p>Dropped Kerbs</p> <ul style="list-style-type: none"> • Colleen complained that over 2 years ago she had requested dropped kerbs in Thessally Road from an engineer from Wandsworth Council at a site meeting. She had reminded the Council a year later, and they still have not been installed. <p><u>ACTION: John SI to follow up</u></p>
<p>11.0</p>	<p>Date of Next meeting</p>
	<p>Provisionally set for Friday 5th June, 1.30 for 2 pm</p>

JSI 22/05/09