

Richmond Mobility Forum and Transport Action Group The DAAC, Teddington

27th September 2018, 2.00pm to 4.00pm

Minutes of the Meeting

Introduction

These are the minutes of the seventeenth meeting of the Richmond Mobility Forum and Transport Action Group. They included wheelchair user representatives, visually impaired people and transport officials involved with a wide variety of mobility transport issues.

The Richmond Mobility Forum and Transport Action Group is a group for any resident in the London Borough of Richmond (LBRuT) who wants to make transport in the borough more accessible. The meetings are structured to include presentations about transport issues, an opportunity to have a questions and answers, as well as time to have informal conversations about current transport issues.

The first meeting was held on 17th December 2013, a request from a participant, the copies of these minutes are no longer available on the website, but are still available from Ruils Tel: 020 8831 6083 info@ruils.co.uk

Following the March 2018 meeting in Twickenham it was decided to use the Teddington DAAC with the aim of potentially having more participants. 17 people were present on 27th September compared with 14 in March. The meeting was combined with Your Say attendees and chaired by their Chairman, Alan Benson.

1. Welcome and Minutes of Last Meeting

Alan Benson (Chairman of the Your Say Group) welcomed everyone. The previous Transport Forum meeting had been held on 17th March 2018 and Alan summarised the actions from that meeting.

Action: Phil Crockford to raise concerns about markings visibility at Vine Road with appropriate LBRuT and Network Rail staff. No information was available, Phil no longer works as the Principal Transport Planer (Policy) and his role is now undertaken by Sidonie Forrest-Brown (SForrest-Brown@wandsworth.gov.uk) so the action is carried forward. **(Response still awaited).**

Action: Visually impaired people again said that there was a need to improve announcements as the wrong information could be given such as 'this is Mortlake' when in fact the train was at North Sheen. **(No Progress Action on – going).**

Action: A visually impaired user suggested that Barnes Station would benefit from having a disabled parking space or drop off bay. One space is available. **(No Progress Action on – going).**

Action: Bob & Paul to discuss what might be done to improve alerting potential attendees to future Forum meetings with RUILS CEO, Cathy Maker and Alan Benson, Chair of the Your Say Group. Completed and 27th Sept. meeting arranged.

2. Introduction to the work of the LBRuT Cabinet Member for Transport.

Cllr Michael Wilson Cllr.MWilson@richmond.gov.uk , Cabinet Member for Equality, Communities and the Voluntary Sector, London Borough of Richmond upon Thames. . It was noted that Councillor Alex Ehmann is the Cabinet Member for Transport who was unavailable due to work commitments. Cllr. Wilson explained that following the local elections a large majority of Liberal Democrats had been elected and four Green Party Councillors. Their philosophy would be to promote greener, fairer, accessible opportunities in the Borough. Community engagement was expected to increase significantly. In March / April 2019, a Democratic Committee System would be introduced and Cllr Wilson's role would disappear. Ward Councillors were expected to play a much larger role. 'Voices of the unheard, would be heard'. An outreach programme would look at the best ways to communicate with different communities. An Equality Stakeholders Group would help steer policy decisions including the Corporate Plan. Cllr. Rob O'Carroll was the new Disability Champion (not able to be present on 27th September).

New initiatives would include a consultation on a Borough wide 20 mph zone (excluding the A316 & A205). Traffic wardens were going to be instructed to encourage motorists to turn off their engines. Cycling and walking groups would also be encouraged. Step free access would be looked at and there would be a review of bus routes through a Mayor of London consultation.

Q&A: Attendees wondered who Cllr Ehmann's deputy (Not Known) was. The 419 bus route was on a 'Hail & Ride' system but was considered by attendees to not stop safely. The main part of the route from Hammersmith Bridge to Mortlake Brewery was often cluttered with parked cars which caused difficulty for bus drivers trying to pull up against the kerb.

Suzanne Morris, a local parent had expressed concern about the need for a pedestrian crossing outside the Richmond Parkshot College. No progress had been made on this issue and Denise Carr (Richmond Mencap) agreed to send further details to TFL.

Action: Denise Carr to send further details about the need for a pedestrian crossing outside the Parkshot entrance of Richmond College to TFL.

3. Richard Wiles Head of Commissioning Richmond & Wandsworth – Public Health, Wellbeing and Service Development.

Richard provided an update on Community Transport and the Council's commissioning intentions. Richard explained his role and the recommissioning process this included the transport contracts and access issues. He acknowledged that successful systems already existed for neighbourhood care and volunteer car services. He agreed that there should be a closer working relationship between the Council and the voluntary sector. There were different levels of service in different parts of the Borough.

Q&A: Attendees asked about the Dial A Ride scheme which they thought provided a vital service. Problems of availability were mentioned. Access to mental health services might mean going to Tooting, i.e. out of the Borough rather than to the Richmond Royal Hospital that had now been closed. RKAT (Richmond and Kingston Accessible Transport) was a further option.

Attendees wished to know about the availability of hospital services at Barnes and it was agreed that the outcome of the current consultation should be discussed at a future meeting

Action: Paul Leonard to contact Kathy Sheldon (Barnes Friends) to seek advice on the outcome of the Barnes Hospital Consultation.

4. **Joyce Mermode Head of Assisted Transport Services Transport for London and Jess TFL Partnership Team:** Joyce mentioned that assisted transport was a complex issue and TFL faced the challenge of a myriad of suppliers and shared resources. The Taxi Card supplier had operated for 30 years and following a recent tendering exercise had won the contract again. The Taxi Card entitled the user to 104 swipes per year. Concern by attendees was expressed about being able to get about the Borough and all recognised the importance of health & well – being opportunities. The level of assistance from a kerb to kerb or door to door perspective was also recognised as being important. Feedback to TFL from disabled groups was welcomed. Computer aided systems included innovations such as ‘Rate My Driver’ and booking a taxi using ‘Alexa’. An ideal app should include details of the route, access details and the maximum agreed fare. An ‘Assisted Road Map’ should be available. Jess mentioned that the Mayor of London wanted to reduce road deaths and there were several initiatives underway. E.g. A consultation on bus routes and charges. In Central London, attendees mentioned the beneficial use of the RV1 that goes from Waterloo to London Bridge. In the Borough, bus routes 110 and 419 were being reviewed. The Manor Circus Roundabout needed improvement and TFL was liaising with Borough Planning Officers. 31,000 ‘Offer A Seat’ badges had been issued for use on buses and trains across London. It was felt that posters would help advertise the scheme.
5. **Q&A:** Attendees queried discrimination by taxi drivers which related to guide dogs, care assistants and large motorised mobility scooters. There seemed no clear policies and although TFL licence taxi drivers, some drivers are more accommodating than others. Complaints by a user could lead to the suspension of a taxi driver and it was agreed that the e-learning module for taxi drivers should be looked at by disability groups to help TFL provide a more effective service.

Action: Cathy Maker (Ruils) to seek support from disability groups to help TFL with their e-learning module for taxi drivers so as to improve their awareness and support for disabled passengers.

6. **South – Western Railway:** Michael advised that a new timetable will be introduced in May 2019. He regretted that strikes had been called e.g. on 5 & 6th October and encouraged attendees to use the National Rail Timetable not Google, City Mapper or other similar web sites as they were often incorrect in terms of train availability.
Q&A: Attendees again queried how they could identify buses at Richmond Station where 16 different buses stop outside the station. On one side there were three bus stops but only one on the side opposite the station. It was hoped that an electronic column with visual and audio information would be installed.

7. **Ruils:** Cathy Maker (Kingston Hospital Governor) updated attendees on the Blue Badge Parking arrangements at Kingston Hospital. A charging regime had been introduced by the Hospital and this had been challenged. This had resulted in the charges being suspended in September to be followed by a consultation. A report with 15 options had been produced. The frequency of use and significance of ill health / prognosis on the frequency of visits etc. were options being considered.
8. **Acknowledgements:** We would like to thank Paul Leonard for compiling the Minutes of the Meeting. The meeting ended at 1615h.

Paul Leonard
2 October 2018

Next Meeting

Thursday 31st January 2-4pm at the Disability Action and Advice Centre

Contact for further information:

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