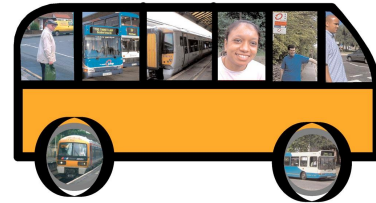


Southampton Learning Disability Partnership Board



Transport Workshop

Monday 27th November 2006.

The workshop was opened by Hilary Linssen, Valuing People Implementation Manager on behalf of Matthew King, Joint Chair of the Partnership Board.

Hilary thanked everyone for coming especially Malcolm Morgan from First Bus and Alex Hornby from Solent Blue Line.

Hilary then introduced Geoff Cornford as our first speaker. Geoff works for Southampton City Council he is the Travel and Transport Manager.

Geoff talked to us about what the Council is doing to help customers use public transport in Southampton.

- The City Council is putting in raised kerbs at all bus stops, which means you don't have to step up onto the bus.
- The bus companies are also working to have a low step to make getting on easier, especially if you are in a wheelchair.
- The City Council is trying to put shelters at all bus stops, so far they have managed about half the City's bus stops.



- The City Council are putting in new signs at all bus stops, the sign tells you, the name of the bus stop, which way the buses are going, what number buses stop there, and some tell you the time the next bus will arrive.



People had lots of questions for Geoff; here are some of his answers:

- The City Council is looking at bus stops being able to talk to people, the way they do in Eastleigh.
- The City Council and bus companies need to look at how they can work together to publicise route and timetable changes.
- It is the Council's job was to look after the bus stops, they visit them once a month to clean them and fix small problems. If people told them of any

big problems like vandalism with a bus stop they would go out to sort things out.

- The Traveline service, is a phone number you can call, they will help you plan your journey. They can tell you what bus or train to catch, they can tell you where you can catch it and at what time.



- People with disabilities can now use the Smartcities card as a free bus pass.
- The City Council cannot afford for people to be able to use their pass before 9.00am, but as only 2,500 of the cards are issued to people with disabilities he thought they could look at. If the City Council did this it would help with the Governments request that Councils help family carers and people with disabilities back to work.



- There is also a Smartcities bus pass called a Companion Card to use when supporting people on the bus, but we need to look at how the carer then gets home. Sometimes more than one person will be supporting a person on the buses, can we have more than one companion card?



Hilary thanked Geoff for his talk and for answering so many questions.



We then introduced Lee Kenny and his travel journey. Lee had made a slide show about his journey on a train.

Lee told us about how it made him feel to travel on the train, how much he enjoyed it, he also told us about how one day he caught the wrong train, everybody else panicked when they didn't know where he was but he said he was fine.



After coffee we got together in groups to talk about what is good about local transport and what can be improved. Below are some of the points discussed:

- Wheelchairs on buses, they couldn't always get on because of pushchairs might already be using the space. Both Malcolm and Alex said that the driver should ask for the pushchairs to be moved. Wheelchairs should come first.
- Waiting until people sit down before the bus moves off.

- Giving people time to get onto the bus.
- Safety on buses, sometimes there are noisy children on the buses frightening passengers, Alex and Malcolm said that many buses now have CCTV which films what is happening on the bus. They also work with schools to catch people who misbehave and to talk about how you should behave on the bus. Sometimes they agree with schools to run special buses. Both Alex and Malcolm also said that the Driver is responsible for what happens on the bus, if something happens tell the driver.
- The groups talked about how to tell the driver if you need help travelling, perhaps you need the driver to tell you when you have reached your stop. We agreed to work with Alex and Malcolm to develop a travel card or key ring that all drivers would recognise and read.
- Sometimes when the bus arrives it is full, groups asked if the bus companies monitor routes, Alex and Malcolm said yes they do and sometimes they can agree to put on extra buses, most busy routes have buses every few minutes.
- Medical and first aid training for drivers to help them perhaps if someone had an epileptic seizure, Alex and Malcolm both said they would like us to work with them and their staff to make sure they did understand this.
- Alex said that at Solent Blue Line they were about to review customer care training it would be good to look at how people with learning disabilities can be involved.
- Complaining, we agreed to put together a template complaints letter.
- Some bus stops are quite dark at night, people feel vulnerable
- Setting up regular meetings with transport providers to share good and not so good practice.
- Setting up a “mystery shopper” scheme to monitor transport in the City?



Thank you to everyone who took part on the day, we hope you enjoyed it as much as we did, on the next page is an action plan from the day.

Sue Harris and Hilary Linssen.

Action Plan

Things to do soon

	Who?
1. Contact people who were invited to the day but were unable to attend	Sue / Hilary
2. Finish the guide "Moving on", print it, copy it to the Partnership Board Website and share it with people.	Sue
3. Copy these notes from the day to everybody who attended	Sue
4. Set up another meeting to agree further actions	Sue