Independent Disability Advisory Group

Thursday 29th October 2020

15.00 to 16.30

Attendees	
Joanna Wootten	IDAG Member (Chair)
Esther Leighton	IDAG Member
Joanne Becker	IDAG Member
Maggie Heraty	IDAG Member
Jean Marc Feghali	IDAG Member
Agnes Fletcher	IDAG Member
Alison Peters	IDAG Member
Sarah Rennie	IDAG Member
David Leboff	
Ben Hellawell	
Gordon Webster	
Sandra Storch	
Lucy Preston	
Karen Venn	D&I Team
Simone West	D&I Team
Apologies	
Georgia Heathman	Engagement Manager
Natalie Doig	IDAG Member
James Lee-Hanyung	IDAG Member

1. Notes from the previous meeting

Apologies from Natalie and James.

The minutes from the last meeting were approved.

The DLR notes will be circulated to IDAG to review at the end of the week before being sent to the project team. Feedback to Esther by the end of the weekend.

Tracker

The tracker was reviewed and updated. Agree to add a monitoring section so items like TUAG and Accessibility Comms can be added to this section

Joanna asked for volunteers to attend the CSSOP meeting on 18th November to talk about IDAG and the work we do.

2. Colindale Redevelopment

The project team previously brought Colindale Station to IDAG. They are now seeking advice regarding potential provision of Changing Places / accessibility toilet facilities and whether to continue with the provision of a Changing Places room or to revert to a standard accessible toilet with baby-changing facilities. There is insufficient space at Colindale to provide both facilities.

Feedback from IDAG

- If there isn't space for both toilets, Part M regulations mean that TfL has to instal a standard accessible toilet.
- It was noted that many people who use a standard accessible toilet can't use a Changing Places toilet instead as the layout is different e.g. lack of grab rails, distance to sink etc.
- Having looked at the station layout, IDAG members could see that there wasn't sufficient space for a Changing Places toilet. They took into account door openings etc.
- Would not suggest putting in a changing places facility without an accessible toilet.
- It was pointed out that baby changing facilities are an important facility, but they should not be regarded as mitigation from a disability perspective. They are a facility for parents (including disabled parents) which is a different stakeholder group.
- Government consultation on Changing Places states that Rail is lagging behind other modes of transport. TfL should be clear that it is not installing a Changing Places toilet due to lack of space, rather than cost.

Related discussion about CP provision in stations more generally (some took place offline via email after the meeting)

- There was discussion about the possibility of a 'hybrid' facility in a smaller space than an official Changing Places toilet – a bit like 'Space to Change'.

The Changing Places consortium can offer some advice – for example, there are lots of historic places that are not able to provide the full CP criteria but do have the facilities for adults to change. For example, an accessible toilet where you can transfer from one side and then the facility of a hoist and changing bench.

- CP Consortium state in their FAQ you can have a hoist and bench and it doesn't fit the full criteria, but it can go on their other list. They keep the list separate to encourage organisations to install a full CP facility.
- There was discussion about whether a CP facility should be locked.
  - The toilets on the underground are staffed so people have to ask a member of staff to open the doors, so they are not open-door access for everyone to use. The toilets are also pass the gateline.
  - If a CP facility is not locked, then there is the risk of equipment being misused or damaged. If we promote a Changing Places facility at this station and the equipment fails, then people won't trust that the facility at Colindale (or another station) is reliable. Maintenance will need to be considered. Reliability is crucial.

- There is very little research on Changing Places and the maintenance side of things

Action Point: Simone, Esther and Sarah agreed to review and develop TfL guidance/considerations around Changing Place/hybrid toilets more generally.

3. Shared Use Bus Boarders

The purpose of this presentation is to invite comments from IDAG on a draft Shared Use Bus Boarder (SUBB) layout. This presentation sets out the key findings of a recent on street monitoring study that has informed this design layout and TfL's emerging position regarding locations where it may be appropriate to consider a SUBB.

Key points raised from IDAG

- Pleased by the thought which has gone into this, and a good example of best practice.
- The questions were broad enough to cover most things/issues related to SUBB.
- Data collection can be improved. The guided walk with two visually impaired people does not specify the actual impairment, this should be expanded. Even from those two people the results were quite mixed. Would suggest running this again with more people.   RNIB report on SUBBS talks about the contentious issues.

- A good sample size is about 30 people, but you are not testing the number but the number that representative for that area and different levels of visual Impairment – variation and scale.
- Data collection, if you were going to do this sort of thing, we need to innovate but it needs to be much more rigorously tested and ways of analysing actual problem rather than perceived problems by people there watching people.

Proposed layout on page 15

There was agreement that this design was an improvement on pre-existing designs. However, there was also strong agreement that this design was, in essence, 'polishing a turd' i.e. it was still a turd, but a better one. (With apologies for this very unofficial language, but it is believed by the Chair that this metaphor accurately captures IDAG's position.). The reality is that, with the best will in the world, shared use bus boarders are not fully inclusive even if attempts have been made to make them more inclusive.

- As a slow walker and mobility scooter user I would be very anxious still. In the USA it is illegal to overtake a school bus - suggest that the cyclist stops when the bus is at the stand or a small light to stop cyclists from crossing when a bus is in place.
- The demarcation and small crossing is good as you are never sure if you are in the path of the cyclist.
- Hard to comment on the design as it still makes traveling inaccessible for many people.
- As a wheelchair user I almost feel safer with the ramp going out into the road then attempting to cross the path. I have never been hit by a car but have by a cyclist several times.
- Cyclist behaviour and associated unpredictability is the main concern. When a cyclist sees a bus the cyclist may want to speed up to take over the bus but when the bus is not they will continue to cycle at a certain speed.
- People boarding buses are often in a slightly anxious stake, looking for oyster cards, looking for the right bus and now having to look out for cyclists.
- Other observation is people with small children who are also unpredictable and their behaviours when trying to board a bus.
- There is more anxiety of people getting in the way of other people and also cyclists. People often flight or freeze and the added layer of looking out for cyclists can have an even bigger impact with people with mental health conditions.

Look to involve IDAG in terms of any future research with disabled stakeholders to ensure that it is robust.

If TfL does trial this proposed layout, would encourage good data collection.

Amy Edgar is putting together an inclusive Street Space engagement piece which will include shared use bus boarders and will be engaging with stakeholders and will involve IDAG in this discussion.

4. LO/TFL Rail Oyster Ticket Renewal

LO & TfL Rail are about to install new ticket machines in their ticket offices. New system is provided by Worldline & won't have Oyster functionality built in. This means that office staff won't be able to assist passengers with oyster issues.

Oyster purchases will need to be made at self-serve machines in station, on line, on the TfL app, or customers can use contactless for travel.

Feedback from IDAG

- Important to focus on supporting people who may require help using the machines?
- TFL Rail employees will help people with transactions at the machines.
- Some disabled people will go to the ticket office because they need assistance. They won't all be able to 'go over there' by themselves.
- Office staff need to have the facility to call colleagues to guide people to the ticket machines and facilitate the self-service transaction.
- Some people with low vision or blind - their interaction with station staff is crucial and that one interaction decides whether their customer experience is positive or negative.
- Before you start the campaign, suggest you start to nudge customers by informing them that in the future, they will need to use the machine, encouraging and supporting them with the transition. Be clear about the change and start to warn people early.
- Station announcements could allow customers to be aware of the change but also remind station staff that they may need to assist.
- Though there are no plans on removing freedom passes – there has been talk about time restrictions which – if this happens – will affect some disabled Londoners.

The project team will look at the training and staff briefing.

5. Scorecards

At TFL we are looking at a specific D&I measure for customers to help capture what we are doing. Agnes will be representing IDAG at a meeting to discuss this further.

Comments included:

- Any measurement is some sort of research.
- Do these indicators need to be based on existing metrics?
- How many metrics are required for the scorecard?

- Discussion around whether this is a measure of what D&I team does, or what TfL does – not necessarily the same thing – which affects disabled customers.
- Is it about the relationship between D&I and other teams, including project sponsors?
- Looking at how EqIAs are produced and having some form of measurement and some pre/post testing done. Could ask questions like: How will you know if this scheme has been inclusive or if it has been successful?
- Need to look at what sort of metric are likely to be successful in implementing change. What does success look like?   What sort of things are likely to drive change?
- Will be hard to quantify this, if for example TFL agree never to install anymore shared bus boarders in a year this could potentially save 'x' deaths and 'x' injuries – we don't have a way to measure that. Poor practice vs us recommending good practice and how you measure.
- Disparity measure doesn't often work with disabled customers. We have different expectations then those of non-disabled customers, we often have such low expectations which lead to better data measuring outcomes or one incident can lead to a disproportionate measurement of (dis)satisfaction.
- Look at our own success metrics, what do we think success looks like?
- May need an additional meeting to look at data collection and what we are measuring. TFL annual reports have separate metrics for disabled customers. There is recognitions that disabled people will have a sub set of metrics.
- Can we look at breaking out the responses from disabled people? Can we extract questions that are specific to disabled people? May be worth understanding how disabled customers perceive TFL.
- Rather than developing new data – could be worth reviewing current data and seeing if it's being utilised effectively, and regularly?
- Is current customer information being looked at enough to glean problems and is action taken as a result?
- How often is the existing disabled customer/accessibility data reviewed and analysed?   (IDAG has struggled to have regular sight of this data.)

6. AOB

No other business.

The next meeting will be on 12th November.