

To: Councillor Eden (Chair)
Councillors R Williams, Khan and
Manghnani

e-mail:
helen.bryant@reading.gov.uk

Your contact is: **Helen Bryant**

NOTICE OF MEETING - ACCESS AND DISABILITIES WORKING GROUP 5 MARCH 2020

A meeting of the Access and Disabilities Working Group will be held on Thursday, 5 March 2020 at 2.00 pm in the Council Chamber, Civic Offices, Bridge Street, Reading, RG1 2LU. The Agenda for the meeting is set out below.

	<u>WARDS</u> <u>AFFECTE</u> <u>D</u>	<u>Page</u> <u>No</u>
1. WELCOME AND INTRODUCTIONS		
2. COUNCILLORS' DECLARATIONS OF INTERESTS		
3. MINUTES OF THE MEETING HELD ON 28 NOVEMBER 2019		3 - 6
4. MATTERS ARISING		7 - 20
5. LEISURE FACILITIES		
Jeremy Webster, Architect, Saunders Boston and Andy Lockwood, Project Manager, Reading Borough Council		
6. ACCESSIBLE PLAY EQUIPMENT AND FACILITIES		

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Carolyn Jenkins, Landscape Services Manager, Parks & Open Spaces
George Baptiste, Playground Officer, Parks & Open Spaces

7. WEBSITE 2020

Adam Bevington, Digital and Website Manager, Web Team

8. CUSTOMER EXPERIENCE STRATEGY

Isabel Edgar Briançon, Assistant Director of Corporate Improvement & Customer Services

9. BLUE BADGES

John Cruse, Corporate Investigations Officer, Anti-Fraud Team
Paul Davis, Corporate Investigations Officer, Anti-Fraud Team

10. ANY OTHER BUSINESS

11. DATE AND TIME OF NEXT MEETING - TBC

ACCESS AND DISABILITIES WORKING GROUP MINUTES - 28th November 2019

Present:

Cllr Eden - Chair
Cllr Rose Williams - Vice Chair
Cllr Manghnani
Cllr Khan

Neil Scott - Reading Buses
Professor Sophie Bowlby - Chair, Board of Directors, Readibus
Helen Dolphin MBE - Independent Mobility Consultant
Libbie Bilyard - PA to Helen Dolphin
Nigel McAlister - Member of the Public
Trish Wright - MS Therapy Centre
Laxshmi Kachwaha - Readibus
Douglas Dean, Thames Valley Pensioners' Convention
Stuart Pearce - Guide Dogs
Nina Crispin - Information & Engagement Officer, RBC

Apologies:

Angie Burnish
Alice Carter
Bob Bristow
Liz Cheyney
Cllr Josh Williams

1. WELCOME AND INTRODUCTIONS

The Chair welcomed everyone and introduced herself. She invited everyone to introduce themselves.

2. COUNCILLORS' DECLARATIONS OF INTERESTS

None

3. MINUTES

The Minutes of the meeting held on 12 September 2019 were agreed as a correct record.

4. MATTERS ARISING FROM THE MINUTES
1. WH Smith Post Office. It was confirmed that Cllr Rowland had to followed up with the Post Office.

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	<p>5. Accessible Play Equipment would be an item at the next meeting.</p> <p>9. The Chair reported that she had asked Adult Social Care to take forward the issue about the 'Can't Wait' card.</p> <p>Blue badge Fraud would be an item on the agenda for the next meeting.</p> <p>Christmas shopping evening - no details received. The Chair to chase and if further details are provided HB would notify Reading Buses.</p>
5.	HELEN DOLPHIN MBE - QUANTUM WHEELCHAIR SECURE SYSTEM BY Q'STRAIT
	<p>Helen gave a presentation on a restraint system for buses. She said that in 2017 buses were required to be PSVAR - Public Service Vehicles Accessibility Regulations - compliant. This requires vehicles subject to it, to incorporate a wheelchair space and boarding facilities suitable for the standard 'reference wheelchair', as well as priority seating, colour-contrasting hand-holds and a range of other features, to enable disabled passengers to board, alight and travel in comfort. However there is nothing to hold a wheelchair securely in position on a bus.</p> <p>She said that she had undertaken a survey of 200 wheelchair users and 9% had reported that they had experienced their wheelchair falling over on the bus. Therefore she was trying to get more bus companies to install the Quantum wheelchair secure system by Q'strait as a safe and easy to use restraint system for wheelchairs. She said that the bus companies in Edinburgh and Hull had installed them. Her presentation included photographs demonstrating how the system worked.</p> <p>Helen then answered questions from the group.</p> <p>Q. How much does the system cost? A. Helen clarified that she wasn't a salesperson for Q'strait but she understood the cost to be £9-£10k.</p> <p>Q. Is there a weight restriction? A. No - the wheelchair just needed to be able to fit on the bus.</p> <p>Q. What does it clamp on to? A. A clamp and arm squeezed together.</p> <p>Q. Could it be used on Trains? A. No because it was only a rear facing restraint.</p> <p>Q. Would it stop the wheelchair from falling forward? A. Yes - suggested a visit to Edinburgh to see how it worked.</p> <p>Helen was thanked for her presentation.</p>
6.	ELECTORAL REGISTRATION/ACCESS
	<p>HB reported that unfortunately an officer from electoral registration had been unable to attend the meeting due to the workload of the imminent election. She had provided a 2019 Local Election - reporting form which could be used to report any polling station feedback.</p>

7.	<p>FEEDBACK FOR READING BUSES</p> <p>Neil Scott attended representing Reading Buses. He said he would feed back any queries. The following points were raised:</p> <ol style="list-style-type: none"> 1. SP raised that only 36% of the audio description on buses worked. On routes 33, 15, 26 and 21 it was not working. On reporting this he had been told to log it with the driver. 2. He also raised that not enough time was given for him to sit down - that is - time to find a seat and check that no one was sitting in it. He offered to Reading Buses that he could come and talk to drivers to improve their understanding of needs. 3. NM reported that he used the 17 bus route a lot. It had 2 accessible spaces and from a mobility point of view the buses and drivers are very good. 4. HB asked about higher Kassel kerbs at bus stops - these were not always present. This was something that the Council needed to deal with. 5. HB asked if there could be more wheelchair spaces on the buses that went to the Royal Berkshire Hospital, as potentially a lot of wheelchair users would use these routes. 6. It was asked if the step at the middle door on the 17 buses lowered, and if not could it. NM said that London Buses had this, but it meant reversing into the wheelchair space and this manoeuvre was difficult on a crowded bus. 7. Blind people found all the different designs of buses, especially double deckers difficult to navigate. There was no consistency. <p>The Chair thanked Neil Scott for attending and said that she appreciated the responsiveness of the bus service. She asked for Reading Buses to provide a written response to the feedback so that it could be circulated with the draft minutes.</p>
8.	<p>WEBSITE FEEDBACK</p> <p>Sophie Molyneux was due to attend the meeting but was unavailable.</p> <p>The Chair asked for feedback on the Council's website. The following points were made:</p> <ol style="list-style-type: none"> 1. That the website present positive images of disabled people. 2. Home page should have a designated page for disabled people. 3. The pages need to be constructed to be easy to access key information like parking and toilets. <p>The Chair suggested that a user group be set up to work with the Web team to improve the website for use by disabled people.</p>
9.	<p>ANY OTHER BUSINESS</p> <ol style="list-style-type: none"> 1. The Chair reported that she had received a contrite apology from Brighter Futures for Children for the last meeting being moved from the Council Chamber. The CEO of Brighter Futures for Children had rung the Chair and asked if Brighter Futures for Children staff could attend a meeting. 2. It was raised that it was difficult to cross at Blagrove Street/Friar Street. The Chair would ask if a proper crossing could be installed there.

Date of next meeting 5th March 2020

Bus Travel for wheelchair passengers

Safety, security and comfort

Who am I?

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Member of consumer panel CAA



Chair PMWG DPTAC



Chair JCMD



Chair East Anglian Driveability



Consultant for various organisations including Q'Straint, BAS, BSA, Scope



Director of People's Parking



Write articles for Motability website, Allied Mobility and Parking Today

Pre-1995





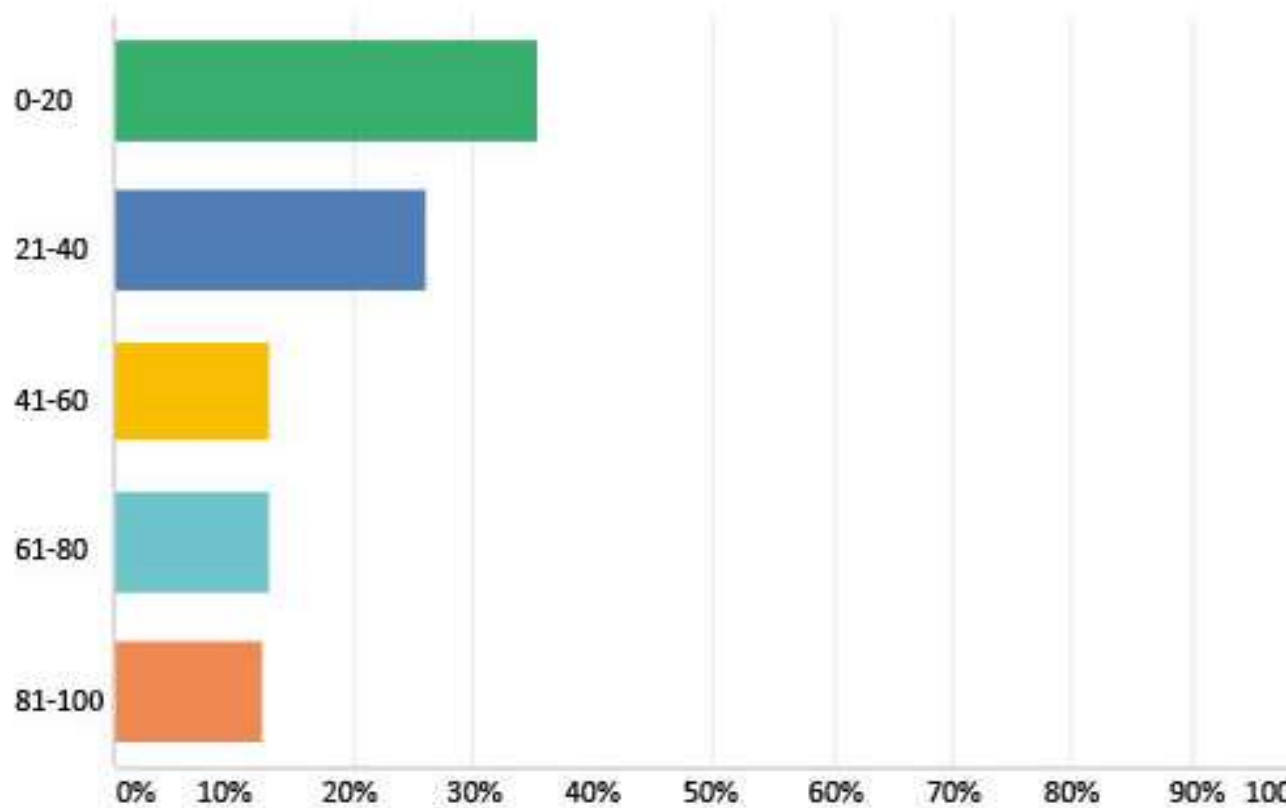
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What bus travel is currently like for wheelchair passengers

Survey results – wheelchair sliding across the floor

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Users experience of bus travel



I over leaned to pull my chair to one side and toppled when the bus pulled away." (Kingston upon Thames, Arriva, Manual wheelchair user)



"When using my manual chair I was tipped over sideways and could not right myself until the bus stopped about 800 yards later." (Norwich, FirstGroup, Powered wheelchair user)



"My Manual chair tipped over when the driver went round a roundabout too fast." (London, Abellio, Manual & Powered wheelchair user)



"My mother's wheelchair has fallen over on the bus." (Stockport, Stotts, Rollator)



"Driver was just taking corners too fast when my chair fell over." (Crawley, West Sussex, Go-Ahead, Powered wheelchair user)



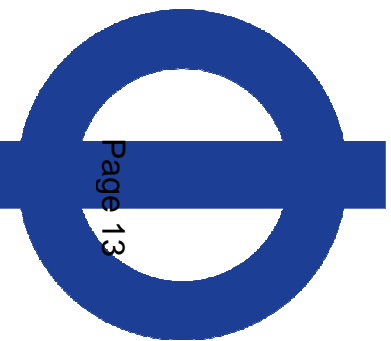
"My chair slid when the floor was wet. I skidded into another seat and hurt my leg." (Wakefield, Arriva, Manual wheelchair user)



"When there is a bendy road my wheelchair slides everywhere. I try to hold on but it is hard work." (Bristol, FirstGroup, Manual wheelchair user)



"My wheelchair has fallen over. It was a really frightening experience and has stopped me using the bus." (Maidstone, Arriva, Manual wheelchair user)



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**TRANSPORT
FOR LONDON**

EVERY JOURNEY MATTERS

HTM* *buzz

What bus travel could be like for wheelchair passengers

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HOW QUANTUM WORKS

1. The wheelchair user centres their wheelchair or scooter against the backrest and engages the automatic locking sequence by pressing a large button.
2. QUANTUM's arms safely secure the wheelchair in place; and continually adjusting their grip as needed throughout the journey.
3. Once the vehicle stops at a destination, the button is pressed again to release the passenger so they can disembark.



Where are Quantum's in use?

- UK – Edinburgh -Lothian
- UK – Hull – EMYS
- US - Every manufacturer in the US is offering Quantum as an option and most US operators have opted for Quantum in their fleet.
- Europe - Many operators in Europe have opted for Quantum in their fleet, including HTMBuzz



Wheelchair vs pushchair debate

Other possible uses for Quantum

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- There are no standards for securing a wheelchair in an aircraft – only seats
- ALL WHEELS UP have tested a surrogate wheelchair to aviation standards using commercial WTORS
- However, DfT is currently looking at an accessibility and passenger charter
- One of the aims of this charter is that by 2040 there will be a docking station system on planes that will enable disabled passengers to travel in their own wheelchairs in the cabin
- Ideally this would be something like Quantum

Questions?
