

MINUTES OF HILLINGDON'S OLDER PEOPLE'S ASSEMBLY

27 June 2017

Council Chamber, Civic Centre, Uxbridge

1	<p>Welcome</p> <p>Lisa Taylor welcomed everyone to the meeting and explained the purpose of the Older People's Assembly to new members, which is for the Council, its partners and residents to work together to improve services for older residents in Hillingdon.</p>
2	<p>Update from the Older People's Champion - Cllr Ray Puddifoot</p> <p>The following amendments to minutes of 28 March 2017 were recorded.</p> <ul style="list-style-type: none">• Fees and charges - Hillingdon is amongst the boroughs with the lowest parking charges in London. Residents pay fees and charges on other services up to 90% less of those paid by residents in neighbouring boroughs. <p>The Council continues to maintain its reserves and as of 31st March 2017 it added four million pounds to its current savings. The council is in a better financial standing compared to other London councils.</p> <p>In light of the incident that took at Grenfell Tower, the Leader shared information on Hillingdon council's safety measures and current work being carried out to ensure that all residents living in similar buildings are safe.</p> <p>Hillingdon has 10 tower blocks plus one in Margate. Anything above six floors is referred to as a tower block. None of the blocks have the type of cladding used on Grenfell Tower.</p> <p>Two million, two hundred thousand pounds have just been authorised to upgrade or replace some of the fire doors that are currently installed. The council on this occasion will not charge leaseholders for the work being carried out.</p> <p>Under the Leader's Initiative Plans to improve services for older people, one thousand burglar alarms were purchased for older residents. The council continues to provide free Telecare line service to residents who are aged 80 and over. Seven hundred and ninety six new service users signed up in the last year, of which five hundred and twenty seven are over the age of eighty.</p> <p>Free swimming sessions continue to be popular with seven thousand six hundred and ten free sessions delivered. There are ten thousand, five hundred and ninety four brown badge users in the borough. Three hundred and fifteen allotment plots were allocated to residents over the age of sixty five.</p>

The Leader encouraged residents to apply for grant funding to organise community activities or events as the council is very keen to see older people coming together in a social setting.

Q1. Are you including the flats that are owned by residents or is it just stairwells?

A1. All fire doors, they can be communal doors or in the individual flats. We would normally consult with residents but on this occasion the council will do it for free as it is a safety issue.

Q2. What about the lights in the stairways?

A2. Standards do change and the recent fire risk assessments recommend that the lighting in four of the blocks be upgraded.

Q3. Has Hillingdon Hospital been tested for cladding issues?

A3. Unfortunately, I cannot comment on this as I do not know. It's not only about cladding, it's also about fire precaution in general and fire advice.

3

Transport Services

The Assembly focused on the various transport services below:

- **Safer Transport Team** – represented by Police Sergeant Simon Robson
- **London Buses** – represented by Sophie Achillini
- **Dial-a-Ride** – represented by David Page
- **Hillingdon Hospital Transport** - represented by Chris Pollard
- **LBH, Transport and Aviation** – represented by Alan Tilly

Police Sergeant Simon Robson represented the Safer Transport Team (STT) in Hillingdon and talked about the team's role in keeping travellers safe. The team is part of The Roads and Transport Policing Command (RTPC)

Below are the key points of his presentation.

The STT is made up of three sergeants, seventeen constables and six community police officers. The Roads and Transport Policing Command (RTPC) work in partnership with Transport for London (TfL) to Keep London moving safely by policing across London's transport network.

The team works towards continually improving safety on the transport network and around transport hubs by reducing crime and antisocial behavior, thus increasing travellers' confidence while travelling. This is done by working in partnership and being a visible presence on buses and at transport hubs. The team works the same hours as the bus companies, ensuring the network is safe for all to use without fear of crime.

The team's hours of operation are:

- from Mondays to Thursdays is 07:00 to 22:00
- on Fridays from 07:00 to midnight
- on Saturdays from 14:00 to midnight

The RTPC has a number of specialised units that deal with a variety of issues on London's transport network and this includes:

- Safer Transport Teams
- Roads Policing (Traffic)
- Cycle / Motorcycle Safety Teams
- Commercial Vehicle Unit, Collision Investigation
- Cabs, CCTV investigation
- Proactive / Reactive Crime Investigations

There is a big problem with school children behaving badly on the buses. Below are some of the measures that have been put in place to help deal with the problem:

- Officers patrol the buses before and after school at key locations.
- The high visibility patrols aim to provide reassurance on the bus network and transport hubs.
- The introduction of Zip Cards and Zip Card Withdrawal Scheme, aimed at children between 11 and 15 years old. Though children travel on the buses for free, parents have to apply to Transport for London for a zip card when they turn 11 years old. The parents sign up to the terms and conditions of the zip card and if the child breaches any of the conditions, the card will be withdrawn. If the card is withdrawn, all journeys on the travel network will have to be paid for by the parents.

The police encourage people to report any incident as soon as possible, as the CCTV footage has to be requested from the bus company or TfL within 10 days. There are on average 16 cameras on each bus, both inside and on the outside. The CCTV can provide evidence for a crime or expose the truth.

The STT also works with minicab companies, making sure that drivers are licensed and avoid touting offences. The team work with TfL to carry out Joint Revenue Protection Inspection, making sure that people are paying the correct fare.

Hillingdon is a very low crime borough on the bus network. Total number of offences is down by twelve, which is a seventeen percent reduction; violence against a person is down by fifteen, a thirty six percent reduction. Sexual offences are up from three to six offences, a hundred percent increase; this is due to the recent campaign encouraging people to report offences. Convictions can be secured through the use of CCTV footage, so people are encouraged to report any incident they may witness.

The team also engage in a number of initiatives such as:

- Bus garage surgeries with drivers
- Talks with vulnerable transport user groups
- Bus stop street surgeries
- Safe travel at night – plan your journey home.

- School presentations - where they hold talks with year six pupils about behaviour on the buses
- Free bike marking
- Safe, independent travel training in conjunction with Ealing MENCAP for children with special needs.

London Buses

Sophie Achillini who is the Communications and Engagement Manager at TfL shared information about the services they offer, including staff training and a fairly new initiative called "Please offer me a seat"

Below are the key points of her presentation.

One of TfL's commitments is to improve accessibility on the travel network. To do so, TfL works in partnership with the following organisations to make sure travellers' needs are met:

Whizz - kids, Transport for all, Age UK, Alzheimer's Society, Royal National Institute of Blind People (RNIB), Muscular Dystrophy UK, Leonard Cheshire Disability and Royal Society of Blind Children (RSBC)

Apart from the tubes and the buses, TfL also manages the river services, trams, Santander cycle scheme, Dial-a-Ride and licensed mini cab services.

Currently work is being carried out to improve step-free access and avoid stairs when travelling. Two hundred million has been put aside to provide the following facilities over the next years:

Platform humps, Boarding ramps, Level infrastructure, Lifts, Low-floored trains and Kneeling buses.

Bus accessibility - the aim is to make the buses fully accessible. All buses are fitted with wheelchair ramps; around ninety three percent of bus stops are accessible, with plans to accomplish ninety five percent. Installation of iBus on buses for more than 10 years and more buses fitted with induction loops.

All station staff and bus drivers undergo disability equality training, designed and delivered by disabled people. All tube station staff recently underwent an extensive week-long customer service training course, with focus on assisting disabled customers. All drivers (twenty four thousand, seven hundred) are currently going through a customer service course called "Hello London!" the course addresses the aspects of customers' journeys that research shows could be improved, including more real time information and the issue of bus drivers not stopping or opening the doors at bus stops. In additional drivers will be expected to complete a City and Guilds qualification in customer services, mainly focusing on how to help out elderly and disabled customers.

TfL is currently increasing the number of station staff by three hundred and twenty five.

Recently developed a "Please offer me a seat" initiative which is a badge/card that people can apply for to help them get a priority seat when they need one. This initiative has come about as a direct result from feedback received by customers. So far, there have been twenty thousand requests for badges/cards.

TfL provides a lot of information and support to people planning their journeys; these include the use of journey planners, maps, apps and guides. Travellers can speak to someone in the call centre, use a Help Point at the stations or speak to staff.

Contact details:

Write: TfL Customer Services, 4th Floor, 14 Pier Walk, London, SE10 0ES

Call: 0343 222 1234

Follow on Twitter: @TfLAccess

Email: TfLAccessibility@tfl.gov.uk

Dial-a-Ride

David Page from the Passenger Services shared information about the services they offer and how people can access the services if they need to.

Below are the key points of the presentation.

Dial-a-Ride is a free membership door to door transport service for disabled people who can't use the bus, train or the tube. Membership is open to people from the age of two years. You are automatically eligible for membership if you are:

- a Taxicard member
- getting the Higher Rate Mobility Component of Disability Living Allowance
- getting the Standard or Enhanced Mobility Rate of the Personal Independence Payment (PIP)
- registered blind or partially sighted
- aged 85 or over
- getting a Higher Rate Attendance Allowance
- getting a War Pension Mobility Supplement

If none of the above applies, you may still be able to join Dial-a-Ride but will have to undergo a paper-based mobility assessment to establish eligibility for the service.

The service operates in the West London area, seven days a week, from six in the morning to two in the morning, including Christmas Day.

Currently have three hundred and sixty five drivers across five depots and five sub depots.

It is advisable to book journeys in advance, especially if travelling in a group.

There is a passenger service team that works five days a week and deals with membership queries, feedback from users, management queries and all general enquiries.

The service is not guaranteed but effort is made to accommodate at least ninety five percent of the requests each day.

There is also a travel mentor service provided to offer support to anyone who needs help to become an independent traveller. Dial-a-Ride also works in partnership with different boroughs to offer "Bus Days" to local residents.

Hillingdon Hospital Transport - represented by Chris Pollard

Below are the key points of the presentation.

The hospital offers a non-emergency patient transport service.

The Facilities department at the hospital manages the Non-Emergency Patient Transport Service contract in Hillingdon Borough for both Hillingdon Hospital and Hillingdon Clinical Commissioning Group (CCG).

The aim is to provide Hillingdon patients with transport to and from health care facilities for their medical appointments; however this does not include GP appointments. The facilities offer up to two hundred journeys a day.

Patients have to meet an eligibility criterion set by the Department of Health to access this service. The assessment is done by a GP, or Clinic the patient attends. Once agreed that the Patient requires transport, the clinical team would book transport for the patient.

Transport is supplied by a private ambulance company who has a range of different types of vehicles to meet patient needs. The hospital also provides cars or ambulances for walking patients, wheelchair and stretcher accessible ambulances for less mobile patients. The current provider is E-zec Medical.

North West London NHS Commissioners have a Patient Transport Service Managers Group that meets monthly and this includes Hillingdon. Currently there are eight boroughs that cover the London group. One of the aims of the group is to standardise the eligibility criteria, mobility categories and standards in the North West London area for all patients. This will allow the same quality standards across North West London NHS.

Healthcare transport aims to help all groups, ages and types of patients attend appointments, be discharged to their residence or transferred between hospitals. It is designed for healthcare needs and is in high demand.

London Borough of Hillingdon Council's Transport and Aviation Team

Alan Tilly who is the Transport and Aviation Manager for The Council, gave a presentation on "Walking Safe in Hillingdon"

Below are the key points of the presentation.

He shared a visual chart on who is likely to be involved or injured in an accident.

Most people involved in road accidents tend to be car drivers or passengers. Recent survey showed that five thousand five hundred and nine pedestrians were involved in road accidents with three thousand five hundred and fourteen cyclists involved in the same. The chart also showed that approximately three hundred bus passengers were involved in a road traffic accident. Comparing the numbers, it is safe to say that the bus is the safest mode of transportation. A significant proportion of deaths by road accidents are related to people over sixty years of age.

The main reasons for accident involving pedestrians are: failing to look properly before crossing the roads, people being reckless or in a hurry and dashing out into the road or just taking a chance in crossing the road. A new factor particularly for young people is crossing the roads whilst wearing headphones listened to music, and now crossing the road while texting.

A number of initiatives are in place to help residents walk safely around the borough. The Council is putting tactile paving, dropped kerbs, traffic countdowns at pedestrian crossings and other measures to help make walking around safe.

A golden disc canopy has recently been erected in Hayes Town. This serves as a shade or shelter and pays tribute to the musical heritage of Hayes.

A number of benches have been put in places for residents to stop and rest while travelling.

The Aviation Team works closely with the Noise Team to help mitigate the impact of transport, especially around the Heathrow airport.

Lighting upgrades – All street lamps are to be converted to LED.

Electric Charging Points or Rapid Vehicle Charging Points - the Council has installed a number of points across the borough, making it easier for residents to conveniently charge their electric vehicles while out and about.

The Council continues to look for ways to improve travel within the borough so if you have any ideas, please phone in or write to Allan Tilly in Aviation Team.

4

Questions and Answers.

The following questions were asked and answers given.

Q1. What does the amber light stand for in the highway code?

A1. The amber light is there as a warning, drivers must get ready to stop if it is safe to do so.

Q2. Why do cyclists not recognise the no cycling sign and ride on the pavement?

A2. Cycling on pavements is illegal and the police do take action against the people who do not abide by the road signs. Fines can be issued. Residents should contact their local police if it is an issue in their area. It is an issue of education and awareness. TfL offers new cyclists training with the intention of keeping them and others safe on the road.

Q3. We get comments from service users about the issues they encounter during their journeys, so it is encouraging to hear that training is in place for bus drivers. What steps are in place to measure the impact of the training?

A4. It will be monitoring the change in attitude of the drivers, the number of complaints received and reviewing feedback from customers.

Comment: People stand in the aisle of the buses blocking the exit door and the view of the driver so it is sometime difficult for the driver to see if there are empty seats on the bus.

Response: One of the challenges is getting people to use the upper deck of the buses. The bus driver can only announce to passengers that there are seats available but cannot force them to sit down.

Comments: Please give enough space for cyclists and they would not be getting on the pavements. It can be very dangerous.

Response: The road network was built for cars but with the increase in cyclists, the council is providing facilities retrospectively, based on a number of measures appropriate to the local area. Examples of these are, wider footways that allow cyclists and pedestrians to use the same space and off road cycling lanes where cyclists can cycle without the fear from accidents.

5

Close

Lisa thanked everyone for attending and the officers for their presentations.

Date of the next Assembly:

- 26 September 2017
From 2pm to 3:30pm (**registration and refreshments from 1.30pm**)
The Assembly will be held in the Council Chamber.