

Camden Carers' Voice meeting

15th September 2016 , 10.30 am – 1pm

Argenta House, Aspern Grove, Belsize Park, NW3 2AB

<p>Attendance</p>	<p>21 carers Chair: Bob Dowd Supporting Families Manager at Centre 404 Presentation/ Guest Speaker – Amy Edgar, Communication and Engagement Officer, Transport for London. Karen Timperley, Joint Strategic Commissioner Ruth Craven, Senior Strategy Officer Debra Matthews, Carers' Champion – Keats GP Practice Allegra Lynch, Chief Executive, Camden Carers Service Philippa Russell, Engagement & Outreach, CCS & C404</p>
<p>Guest Speaker Amy Edgar, TFL</p>	<p>Amy Edgar, Communication and Engagement Officer, Come on Board – Transport for London</p> <p>Amy explained there are leaflets and maps to help people find e.g. step free access stations, less walking time, avoiding peak travel times, boarding ramps, kneeling buses. There is assistance for people with special needs eg the travel support card and staff can offer help at a station and ring ahead for help at the destination.</p> <ul style="list-style-type: none"> • Travel support card – name / emergency details and what assistance you need. All staff recognise these and can help accordingly. This card can be printed from the website or ordered through the Call Centre • Free travel mentoring service is available to help less confident travellers learn a route. A carer has used this and gave very positive feedback. • Mobility Aid scheme – wheelchairs and scooters can be assessed to check they meet regulations and with a green card can go on bus. • There is assistance for sight and hearing loss and guide dogs can travel on escalators if trained. • There are information / help points on platforms. Tube announcements often give the side the doors will open – all agreed this is helpful • Please offer me a seat – for people with hidden disabilities. This is being trialled and depending on feedback will be launched next year. • Other services – dial a ride, taxi card which gives subsidised travel. • Traffic lights give a countdown which is helpful and audible and tactile cones, tactile paving, <p>Buses</p> <ul style="list-style-type: none"> • Priority seating – there is an issue around buggies and wheelchairs – TFL has policy that buggies should be folded to make way for wheelchairs but they do not legally have priority (the case is currently with the courts). TFL are discussing buggy design and also looking at passenger behaviour with a Mr Men behaviour campaign to encourage people to make space for wheelchairs. Drivers and staff all do training. • Amy advised in the case of an incident or issue with a driver, to report it to the Call Centre (with time / bus details) and use 6 digit code on side of bus • Behaviour – TFL are visiting schools to talk about behaviour and giving your seat for those less able to stand. There are visual posters to encourage this, though respect is an issue for home as well as in schools. • The text schedule of information is being phased out due to the countdown system <p>Discussion questions</p> <ul style="list-style-type: none"> • There was discussion around bus diversions where sometimes this is announced too late. Amy advised passengers report these incidents. • Someone made a travel complaint and received compensation vouchers. Amy

suggested giving good feedback where due as well as reporting any issues.

- There was a question about concessionary fares – all discounts are decided by the mayor. Amy advised CCV write to the Mayor of London to raise the issue.