

# Scrutiny Inquiry Panel - Accessible Southampton

Thursday, 2nd December, 2021  
at 5.30 pm

## **PLEASE NOTE TIME OF MEETING**

Virtual Meetings - Virtual meeting

This meeting is open to the public

### **Members**

Councillor Vaughan (Chair)  
Councillor Rayment (Vice-Chair)  
Councillor Coombs  
Councillor Guest  
Councillor Streets

### **Contacts**

Mark Pirnie - Scrutiny Manager  
023 8083 3886

## ADDITIONAL INFORMATION AND PRESENTATIONS

### 8 ADDITIONAL INFORMATION AND PRESENTATIONS (Pages 1 - 44)

Wednesday, 24 November 2021

Service Director, Legal & Governance

# Scrutiny Inquiry Panel - Accessible Southampton

## ADDITIONAL INFORMATION

Thursday 2<sup>nd</sup> December 2021  
at 5.30 pm

### ADDITIONAL INFORMATION RELATED TO THE LISTED REPORTS

This meeting is open to the public

#### **Members**

Councillor Coombs  
Councillor Guest  
Councillor Rayment  
Councillor Streets  
Councillor Vaughan

#### **Contact**

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# **PRESENTATIONS AND ADDITIONAL INFORMATION**

## **ACCESSIBLE SOUTHAMPTON – ACCESSIBILITY TO TRANSPORTATION AND RELATED INFRASTRUCTURE**

Presentations and Additional Information

Thursday, 02 December  
2021

DIRECTOR, LEGAL AND BUSINESS OPERATIONS

# SPECTRUM Centre for Independent Living



## Access Inquiry – Meeting 3

What contributes to good accessibility in  
transport and infrastructure

From Disabled People's Viewpoint

Ian Loynes, Chief Executive, SPECTRUM

Think you know Disabled People ... Think Again



# Transportation: Contents

- General principles
- Public Transport
  - Buses & coaches
  - Taxi
  - Trains
- Private Car Travel
  - Parking
- Getting Around the City
  - ShopMobility
  - Signage
- Features of fully accessible transport systems

# General principles

## Travel to & From the City

- Good Access built in at the design phase
  - Ask Disabled People – Co-produce is cost effective
- Public Transport should include all
  - Segregated Transport is not the answer (Dial-a-Ride) - expensive & exclusionary
- Consider the whole experience
  - Booking / Tickets
  - Getting to the public Transport
  - Destination
  - Interchanges (car-taxi-bus-train)
- Proper consideration of pedestrians, particularly those who have impaired senses
  - *Eg: Blind person with Guide Dog, who is frightened by new scooters - he can't hear them. Concerned that him or his dog or both might get injured.*
- It doesn't matter how good/bad provision is, if customer service is wrong

# Public Transport: Buses & coaches

## Design of

- All buses should have more than just one designated space for wheelchair users, as we need or wish to travel together with other wheelchair users
- Inadequate provision for wheelchair users & pushchair users (1 or 2 spaces when combined currently)
- Adequate space is needed for a wheelchair user to manoeuvre
  - (i.e. Adjacent seats that fold themselves up when not in use to provide needed space when manoeuvring)
- Adequately designed space to allow larger chairs / scooters on
- Slipping chairs/no retaining bar/non slip flooring – Does present hazard to everyone
- Level access to seats, close to entry/exit points: those with restricted mobility / visually impaired - NOT seating accessible by steps.
- Creative and flexible design of bus interiors - such as above



# Public Transport: Buses & coaches

## Working Practices & Rules

- Driver/Rule knows best: Forcing one direction for wheelchair adds danger as increases slipping risk – Disabled Person really knows
- Sight impaired people: May need assistance/awareness on/off
- Some drivers wizz off before person seated (Driver should be more aware)
  - especially if walking stick or obvious walking difficulties
- Bus drivers do not tend to be pro-active in helping to clear space for Disabled passengers, so people felt that all of onus was on them to either do this themselves, or wait for another bus

## Infrastructure

- Buses should have large clear and well lit route numbering and destination signs
- Sensible seating within bus shelters
- Integrated spaces within bus shelters for wheelchair/scooter users
- Bus timetables at bus stops in an accessible position – one at “standing height” and one at “sitting” height.
- London buses are better (learn from)
- Only subsidise if fully accessible

# Public Transport: Taxi

- Generally wheelchair users have to book in advance
  - Spontaneity not enabled (OK @ Southampton Central)
  - *Eg:17 Taxis rung = 0 able to accommodate wheelchair user*
  - Wheelchair vehicle private hire – much more expensive
  - All taxis should be accessible - would solve problem
- Some Drivers reluctant to:
  - Pick up wheelchair users (especially after working hrs)
  - Allow assistance dogs – reluctance to take

*"Is there awareness training offered to transport workers - I know Blue Lamp trust provide safeguarding and awareness training to new and existing taxi drivers in Southampton. I would hope training is provided to transport workers by the employer which is essential part of the job"*

# Public Transport: Trains

- Generally Good: at main stations
  - **Most** rail staff tended to be happy to help
- Lack of spontaneity compared with non-disabled people
  - Supposed to book at least 24hrs ahead
  - Although better at main stations
- Not so good when plans change
- People report being left on trains
- No Loop system on trains – make it imposable to hear, and in some cases see, where they are (Destination)
  - "Access for people with sensory impairments was less good however. For example, signage and timetabling displays are inaccessible for people with multiple sensory impairments"*
- Some participants had experienced problems with prams, buggies or luggage blocking wheelchair spaces

# Private Car Travel

- Many participants reported problems with in getting around the city by car - mainly due to difficulty finding suitable accessible Parking spaces, even outside of busy times
  - Parking issues on next slide
- Some people with Mental Health conditions or Learning Difficulties also mentioned difficulties with getting 'Blue Badge' Parking Permits for people with non-mobility impairments.
- Lack of Deaf/Blind communication options at fast food drive through's

# Private Car Travel: Parking

Lack of consideration of the real needs of Disabled drivers was a recurring theme

## **On-street parking:**

- Space restrictions which made parking for people who need to exit at the rear, or side, of their vehicles difficult
- Many use wheelchair accessible vans, which are longer than the available parking space
- Made parking where someone else could not park behind a real challenge, several have had parking tickets as a result
- Not all parking spaces for Disabled People have drop kerbs
- Recommendation: Design & placement of parking spaces needs to reflect variety of car designs with appropriate signage to reflect use-case

## **Car Parks:**

- Commonly not designed for bigger vans, most wheelchair accessible vans are bigger
- Entry/Ticket barriers are not usable by many Disabled drivers, simply because they cannot reach the buttons without leaving the vehicle
- Even asking for help usually needs a button to be pressed
- Pathways from car parks often not good: lighting, signage/colours to show pathways from roads

## **Planning need to be designed with Disabled People**

## **Civic Centre Car Park:**

- These are the best spaces in the City that I can use [*wheelchair user*](not end to end parking)
- Currently, if there's an event going on, the Civic Centre car park is usually closed

## Getting Around the City: ShopMobility

Enables people with mobility impairments to access Southampton city centre shops and services through the hire of mobility scooters and wheelchairs.

### West Quay ShopMobility

- Still provided, just differently - via Customer Services desk, is now free and bookable in advance

### City Centre ShopMobility scheme

- Almost 3,000 hires were made last year and it is estimated that over a third of customers using the scheme spend over £50 per city centre visit.

There needs to be ShopMobily scheme in other shopping areas of the city

- Clear business case



# Getting Around the City: Signage

## Colours not good for Visually Impaired People

- We recommend that transport providers work with local Disability groups to audit signage, both at transport hubs and on vehicles, and make improvements to ensure that signage is fully accessible to all Disabled passengers.



# Features of fully accessible transport systems:

## A shared commitment to full inclusion

### Universal benefits

- Plans are based on the belief that improving accessibility has benefits for all residents and visitors & business

### A broad view of Disability and accessibility

- Not just wheelchair users

### Fully accessible transport systems

#### An emphasis on communications

- Emphasis on good communication & accessible information to help residents and visitors
- Not everyone has ability to use internet

### Innovation

- Older cities have all found innovative and creative ways to overcome historical and topographical challenges

### A commitment to co-production

- All of the cities that are noted as exemplars of accessibility take a co-production approach to access, with Disabled People and their organisations fully involved in design, planning, awareness raising and evaluation and monitoring





Centre for  
Independent  
Living CIC

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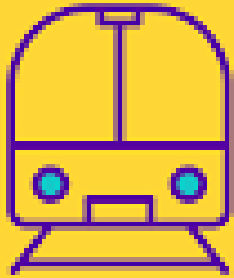
**Twitter:** [@SpectrumCIL](https://twitter.com/SpectrumCIL)

**Think you know Disabled People ... Think Again**

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**SCOPE**

= Equality for  
disabled people



**Travel fair**

Ceil Smith and Clare Symonds  
September 2019

- In 2019 Scope surveyed 2,000 people about how difficulties around using public transport affects their ability to lead independent, confident and connected lives.
- The research found that :
- Two thirds of disabled people had experienced problems using public transport in the last year
- 30 percent of disabled people say that difficulties with public transport have reduced their independence




For young people with severe disabilities there can be even more barriers to rail travel. These include :

- Many parents and carers are not aware of the existing support South Western Rail have in place for disabled passengers
- A large proportion of service users have never travelled by train before
- Independent travel is often ruled out because of concern over what happens when things don't go according to plan, for example, change in timetable, train leaving different platform, etc
- People don't know where to go for information
- Support and handholding is required to ensure people feel confident enough to make a rail journey

In April 2020 Rose Road was awarded a grant from South Western Rail which aimed to address some of these issues and to build confidence.





The project has aimed to encourage young people, and their parents/carers, to travel by train by providing the following :

- Step by step guides using PCS (Picture Communication System) to travelling by train
- Key Facts and Photo routes aimed to help young disabled people to identify local places they want to visit, understand the information available to them, and inspire confidence that their rail journey will be accessible
- Helping buy tickets and book assistance
- Catching the train – a visual story in film format with subtitles (film currently being edited)
- Working with Ordnance Survey to produce maps which include accessibility features such as surface, incline, lighting, dropped curbs, obstacles – plan is to produce twelve maps in urban spaces around train spaces
- Hampshire and Isle of Wight Accessible Travel Facebook Group where people can ask questions about accessible travel
- A sensory story about a train trip

The feedback that we have received to date has been largely positive but the following issues still remain :

- Attitudes of some staff and fellow passengers
- Buses not suitable if several wheelchair users are travelling so dependent on other forms of transport to reach station
- Worries about changes to timetable



# Accessibility Inquiry

TRANSPORTATION & RELATED INFRASTRUCTURES

02.12.2021, 5:30pm

# uses

Three bus operators run 38 bus services in Southampton  
Go South Coast (Bluestar & UniLink), City Red (First),  
and Xelabus;

30+ buses operate in Southampton all buses can 'kneel'  
to meet raised kerbs at bus stops making it quicker and  
easier for wheelchair and less mobile to access;

Buses have at least designated 1 wheelchair space where  
wheelchair users have priority over other users;

Onboard the buses 86% have 'next stop' audio and visual  
at bus stops – last remaining being upgraded by operators;

Local bus operators provide large format printed  
timetables for the visually impaired – these are  
available from travel shops.





# uses – Concessionary & Disabled Travel

In 2019/20 there were 5m elderly and disabled concessionary passenger journeys made in Southampton – accounting for 24% of all journeys costing £3.8m;

Number of elderly and disabled concessionary passenger journeys has decreased by 1.6% since 2011/12 – while all bus journeys have increased;

Almost 30,000 elderly and disabled people passes were issued in 2019/20 – elderly accounting for 88%;

Concessionary Fare scheme starts at 0900 to 0100 for Southampton residents, and 0930 to 2300 for non-Southampton residents.

# Bus Stops

021 bus stops

31 with accessible kerb for passenger ramp

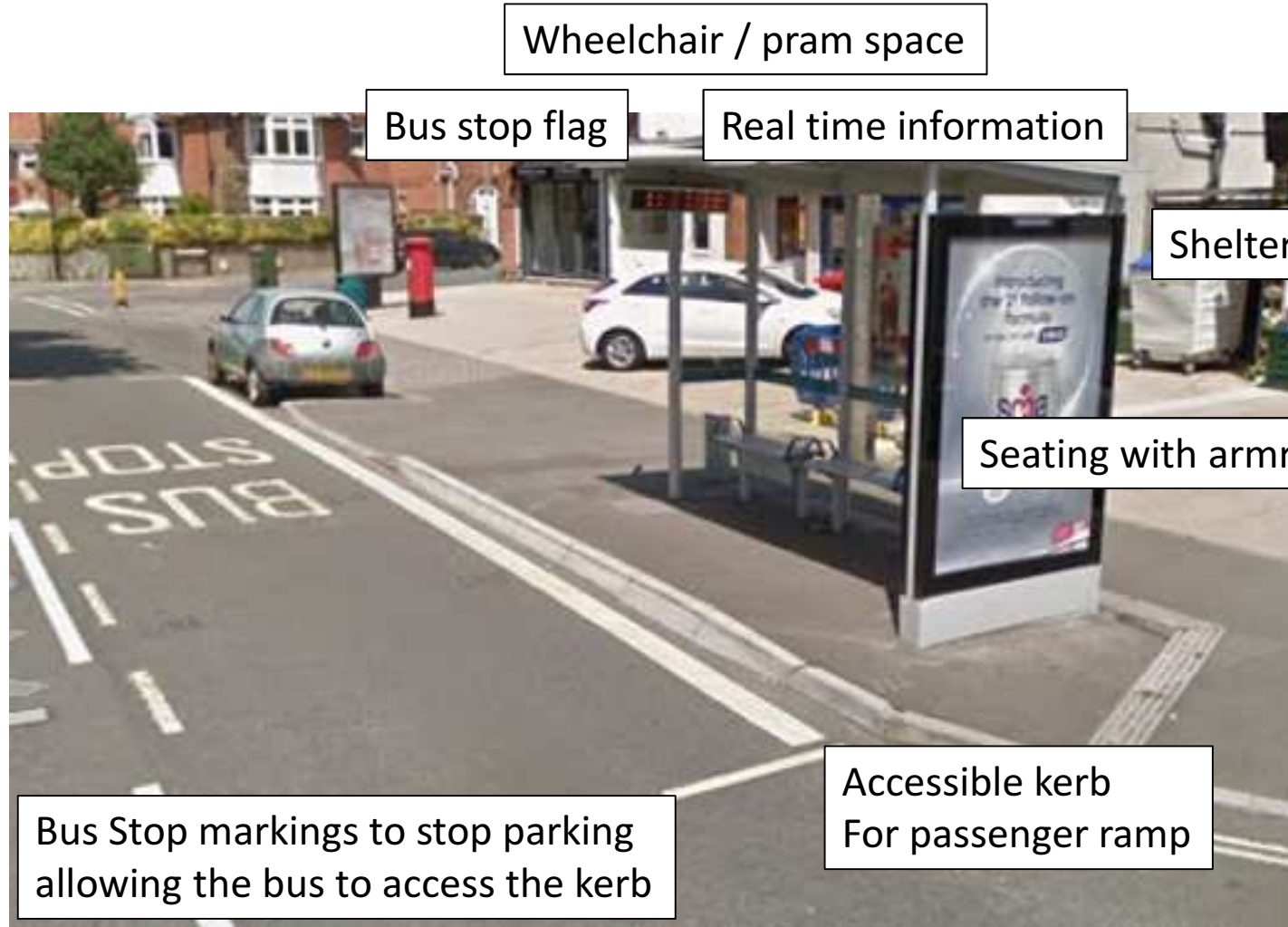
06 with shelters

29 bus stops

90k annual budget allocated for the grading of bus stops

Page 24

Additional funding requested as part of the Local Bus Strategy to carry out an accessibility & security audit and then to upgrade all bus stops in Southampton to the Transport for London guidance standard



# Bus Stops - Design Guidance

C, and designers at BBLP, uses national guidance on best practice for transport (2005) which influences the minimum requirements for bus stop design and their location and design guidance from Transport for London (TfL) which is seen as over and above national guidance. C uses the TfL guidance and a local Basis of Design is being developed for bus stops



# Buses - Support

- Bus operators have a variety of schemes that they do to improve accessibility and work with groups to ensure accessibility to buses;
- First signatories to RNIB charter to assist passengers with visual impairments – stopping at bus stops if there is someone waiting and talking to passengers about the route;
- Bluestar run Helping Hand Scheme using a card that provides information on any assistance they may require;
- All buses fully compliant with The Public Service Vehicle Accessibility Regulations (PSVAR);
- Driver training – carry out periodical trainings or internal campaigns.

HELPING  
HAND



Page 26



# Bus Service Improvement Plan

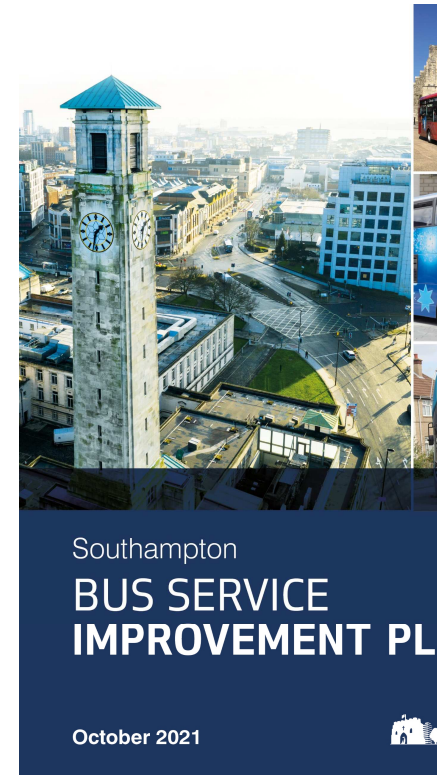
Developed jointly with bus operators and published in October 2021  
the BSIP sets out Southampton's ambition for buses and increasing  
bus usage over 9 year period;

vision that buses are inclusive & value for money;

request for DfT funding to deliver:

- Upgrades to all bus stops in Southampton to meet standards.
- Accessibility audits to bus stops – footways, security.
- Work with user groups to develop assistive technologies
- Continue Independent Travel Training.
- Innovative and capped fares.

next step to create an Enhanced Partnership by March 2022.



# Trains

There are eight rail stations in Southampton – Southampton Central plus seven suburban.

Of the eight, one is fully accessible – Southampton Central with lifts to all platforms, hearing loops, digital displays, staff etc. The remaining are partially or not accessible.

On train support/ travel assistance.

Future improvements being developed through updated Station Travel Plans – these include accessibility audits.

South Western Railway are the main rail operator in Southampton. They are happy to support and engage on specific issues.



# Ferries

- Red Funnel have plans for 2022 to improve vessels – lifts, toilets, seating and safety communications
- Customer service staff provide assistance before, during and after voyage
- Work closely with blind/visual impaired groups in Southampton and Isle of Wight to make recommendations on how to improve the journey experience
- Provide disability awareness training to all customer facing staff



# Taxis - Vehicles

Hackney Carriages - the number is fixed at 283 with plates 214-283 required to be Wheelchair Accessible Vehicles (WAV). Should any plate from 001 to 213 become available as a new licence it will also have to be a WAV.

Private Hire - 1,029 private hire vehicles licensed, 48 are WAVs.

In a transition phase moving taxi fleet to meet clean air requirements - any diesel engines will need to be Euro 6 by end of 2022. 40 WAVs have been given another two years to be compliant.

The element of Section 161 of the Equality Act 2010 dealing with proportion of WAV **hackney carriages** is not in force but does lie on statute. The Secretary of State has not determined what that proportion will be.





# axis - Ranks

xi rank spec needs to consider access to  
e vehicles by use of ramps for both side  
and rear loading WAVs.

o standard design but access needs to be  
onsidered

xi operators have  
fficulty fulfilling wheelchair work  
ecause of the lack of vehicles, particularly  
school run times when the vehicles are  
quired for pupil transport.



# Parking - On Street

Disabled Parking widely distributed in locations across the City Centre, District Centres and Resident Parking Zones;

Around 2,600 Penalty Charge Notices (PCN) issued annually for contravention of Disabled Bays, 650 PCNs issued to vehicles parked across dropped crossings;

Blue Badge Holders are permitted to use on-street permit parking bays without the need for a permit applications for Blue Badges are handled by SCC



# Parking - Off-Street

143 Disabled Bays available in SCC Off Street Car Parks in City Centre and District Centres

Enforcement – Approx. 150 Penalty Charge Notices issued P/A for contravention of Off Street Disabled Parking Bays - Drivers tend not to contravene this restriction to the same extent as On-Street

Level access and lifts to street level and walkways are available in all Council Multi-Storey car parks

Surface car parks do not carry a charge for Blue Badge Holders



# Parking - New Developments

SCC Parking Standards (a statutory Planning document) sets out minimum number of proportion for disabled parking in new developments and meet design standards

Workplaces – minimum of 2, 5% of spaces

Residential – minimum of 1, 5% of spaces

Public parking in new developments – minimum of 4 spaces, 5% of spaces



# Active Travel & Micromobility

## WAVes in Weston Project

- 3 year-long project in Weston led by Sustrans
- Trishaw purchased to allow people with mobility difficulties to access outdoor spaces
- Now run by Monty's Community Hub



# Active Travel & Micromobility

## Adapted cycling project at St Denys Community Centre

Support using the Access Fund (full case study online)

Social enterprise 'R Community' funded to get training and repairs for their existing adapted bike stock. Social enterprise then able to run cycling sessions



- TN8**      [@Magennis, Ruth] we can deposit info on these schemes initially and refine it prior to Friday. Any images you have to hand would be useful.  
Tuck, Neil, 17/11/21
- MR6**      Could mention some other inclusive cycling groups that we will be taking inspiration from:  
<https://www.cyclinguk.org/group/vie-velo>  
Cycling group that rides tandems to help people who are visually impaired to ride the bikes with them  
<https://www.cyclinguk.org/article/charlottes-tandems-gives-people-disabilities-freedom-cycling>  
Charlotte's Tandems is a charity which encourages people to keep tandem bikes and trailers to be let out to people to use.  
<https://www.carryme.org.uk/projects/family-cycling-library>  
Carry Me Cycles is a social enterprise which has a Family Lending Library, the opportunity to borrow a cargo bike for a month and see if they want to purchase one in the future.  
Magennis, Ruth, 17/11/21
- TN9**      We only need to reference work we have done at this stage  
Tuck, Neil, 19/11/21
- MR7**      Ah I see, that's fine. I don't think we've added any funding into the WAVes stuff though but Josh did report to us in with the team meetings all the way through the project so I think it counts!  
Magennis, Ruth, 19/11/21
- MR8**      Do you want information on Wheels for All charity in general? We don't currently have a Wheels for All project in Southampton, but we have accessibility projects Cycles4All in Eastleigh and PedALL in the New Forest. There is also the Active Ability project by Active Nation, they used to organise an all ability sports day at the Outdoor Sports Centre which included rented all ability cycles, but this hasn't happened for a while. They just have funding for a ski project at the moment, but their engagement lead Peter Hull felt that bikes were one of the most popular activities on that day and that there was good scope for a Wheels for All service at the Outdoor Sports Centre and the Wheels for All charity did a site inspection in 2018 and made recommendations.  
Magennis, Ruth, 17/11/21
- TN10**     If we can reference Cycles4All set up under Access Fund that would help - but only headline details needed  
Tuck, Neil, 19/11/21
- MR9**      I'm not sure who funded Cycles4All initially but it wasn't supported through Access Fund, and I don't think it received any funding from SCC or partners from LSTF money before that (although, could be wrong.) Only all ability activity we directly funded was the R Community cycling project, which is on the next slide?  
Magennis, Ruth, 19/11/21
- MR10**     [@Tuck, Neil] I could collate headline details which shows the 'where is the region at now' which details the current adapted bike provision, but it's not SCC funded currently.  
Magennis, Ruth, 19/11/21
- TN11**     That's fine. Let's stick to R Community then. I'll remove reference to Cycles4All. At this stage its simply a case of giving examples of previous work

## Slide 16 (Continued)

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we've been involved in directly

Tuck, Neil, 19/11/21

**BP20**

[@Tuck, Neil] [@Magennis, Ruth] can you tidy tis up / finalise. picture is ok but just means the text is hard to read - this is a presentation to be done virtually. so consider splitting this/ spreading over a number of slides please. can this be simplified/ and sorted today please. inquiry meeting is tm eve.

Boustred, Pete, 01/12/21

**TN12**

Sure thing. We'd only deposited info up to now but i'll tidy it up. [@Boustred, Pete] has thought been given to how the presentation is being delivered tomorrow and who is doing it?

Tuck, Neil, 01/12/21



# Active Travel & Micromobility

## Library Service Sustainable Home Deliveries pilot project.

- 7-month pilot project to trial cargo bikes for deliveries of books and CDs (audio books)
- Aimed at socially isolated and housebound residents to reduce feeling of loneliness
- If successful, the project could be expanded to incorporate more service subscribers and deliver more Council services by cargo bike to socially isolated/housebound residents
- Due to go live in December.

Page 39




### Home Library Service

direct to your door!

Do you love reading, but are unable to visit the library to borrow books?

Why not sign up for our brand new environmentally friendly home library service, and receive regular book deliveries direct to your door for FREE!

#### How does it work?

 <p>Our friendly, fully trained staff will sign you up to the service and chat to you about the type of books you like to read.</p>	 <p>Choose from 1000s of titles, including spoken word CDs and books with larger print. We are happy to help you choose books and make recommendations.</p>	 <p>Books will be delivered to your home, so you don't need to leave your house. We will collect your books when they are finished.</p>
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#### How do I find out more?

For more information, please contact Allison Kirby or Joe Lydeard: ☎ 023 8083 3007 or ☎ 023 8083 3007  
✉ [home.delivery@southampton.gov.uk](mailto:home.delivery@southampton.gov.uk)

# Active Travel & Micromobility

## Social prescribing pilot

- EOI stage 1 successful
- Awaiting outcome of stage 2 bid to progress onto feasibility
- Proposal to develop a walking and cycling referral scheme targeting adults and children, who live in the some of the most deprived areas for those who have high inactivity levels including those with disabilities. A range of cycles will be offered to ensure the pilot is inclusive, including adaptable bikes, child seats and trailers.

# Legible Signage

30 directional signs in Southampton

Accessibility signs and icons for mobility impaired pedestrians use a wheelchair symbol



Final design subject to a DDA audit  
in recommended high tonal contrast



Use of symbols and reduced text mapped objects including highlighting building



clear 'You Are Here' marker

Display height suitable for seated and standing users

# Home to School Transport

- 1200 children receive H2ST. 1021 of those have SEND and qualify due to distance or exceptional circumstances and are transported to special schools in taxis, accessible minibuses or receive personal travel budgets.
- 172 children attending mainstream schools have been issued with bus passes qualifying due to distance.
- 321 different H2ST routes and vehicles operate every term time across and outside the city. 144 of these vehicles are wheelchair accessible.
- Independent travel training (ITT) has proven to be beneficial in enabling young students to have equality, access and independence. It has been geared towards children with special needs who currently use and are eligible for H2ST. The ITT scheme promotes more active and sustainable modes of transport and has resulted in significant savings since its inception.

**Eligibility for Home to School transports depends on the age of the child, the distance from home to school, and whether children have an Education, Health and Care Plan (EHCP).**

Good morning Mark,

I hope this finds you well!

I have added some notes to the points below, for a more meaningful understand of the issues it may be beneficial to visit our operations, this is definitely something we can facilitate.

We also have meeting minutes and reports from charities working with us to improve our services, would you like to receive copies of these?

Thanks and kind regards

Leanna

Leanna Lakes  
Operations Director  
Red Funnel

- How Red Funnel ferry services support travellers with disabilities? **We have reached out to organisations and our existing customers to help us better understand the requirements of all of our customers. We then weave feedback into our operations and communications. Through our customers services team, we offer a bespoke services to ensure we can accommodate most requests including assistance onboard, remain in vehicle crossings for those who are restricted in their mobility, our safety announcements are available in braille and we have hearing loops onboard.**
- The accessibility of your fleet for Disabled People and any future plans to improve the accessibility of your fleet? **The key areas for improvement is 2022, upgrading our lifts to improve reliability as these are essential for a seamless journey for those with reduced mobility, ensuring all of our toilets meet the latest accessibility requirements, upgrading our seating and reviewing our safety communications.**
- Training – Do your customer facing employees receive training in disability and access awareness? **Yes, all disability awareness training is delivered to all customer facing staff. It is also part of our Red Funnel Learning Academy.**
- Signage – Considerations given to ensuring that the signage you provide is fully accessible to all Disabled passengers? **We have recently worked with the Blind Society to review our customer journey and we are working through the recommendations to make improvement in a number of areas, not only signage.**
- Engagement with Disabled People – Any engagement undertaken with Disabled People to inform your operations? **Yes, we work closely with the following charities. Southampton Society for the Blind (charity number 255718) who have reviewed the Red Funnel service and provided recommendations. Isle Access (charity number 1178395) have a long history of advising us on ways to improve our services.**

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