

# Minutes

## Accessibility Forum

27 April 2016

### *Attendees*

Joe Oldman: Age UK;

David Hanson: Department for Transport;

Mark Dyer: High Speed Two;

Audrey Daft: Department for Work and Pensions;

Katherine Payne: Wayfindr;

Roger Mackett: Disabled Persons Transport Advisory Cttee (DPTAC);

Olav Ernstzen: DPTAC;

Clare Gray: Shaw Trust;

Alan Benson: Transport for All;

Youssef Abidat: MENCAP;

Jeanette Appleton MBE: Royal National Insitute of Blind People;

Ping Teo, Philip Wilks, Murray Leader: Transport Focus.

Chair: Isabel Liu, Transport Focus

### **Introductions and updates – All**

- *John Oldman (for Age UK):* a continuing concern is transport for older people; Age UK is setting up a series of focus groups to look at this.
- *Katherine Payne:* Communications lead at Wayfindr. Transport is a major area of interest.
- *Clare Gray (Shaw Trust):* supporting people in employment, in which transport plays a key role.

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- *Alan Benson, Transport For All:* concerned about Disabled People's Protection Policies and unbooked assistance on London train operators, seeking to influence the Mayoral election, working on cycle super highways and their effect on other users.
- *Philip Wilks, Transport Focus:* principally dealing with the revision of a range of Disabled People's Protection Policies, reviewing those of new train operators and representing Transport Focus at industry meetings.
- *Youssef Abidat, MENCAP:* Campaigns Assistant, currently concentrating on social media.
- *Jeanette Appleton, RNIB:* concern at impact of cycle super highways, cars on pavements and obstacles in clearways, such as A-boards.
- *Audrey Daft, Department of Work and Pensions:* briefs the Minister on transport issues.
- *Roger Mackett, DPTAC:* several new research projects proposed: (a) economic/commercial benefits to improve accessibility; (b) hidden disabilities; and (c) digital information, much of which is too complex for many people to deal with.

### Experience of bus passengers who have a disability – Murray Leader, Transport Focus

- Some 25% of respondents to the Bus passengers survey report that they consider themselves to have at least one type of disability.
- Further details are given in the presentation. Copy of the text attached.

### Wayfindr trials - Katherine Payne, Wayfindr

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- A trial scheme at several Underground stations (two in London and one in Sydney) has been undertaken to test the efficacy of beacons using existing technology to promote independent wayfinding.
- Further details are given in the presentation. Copy of the text attached.

### **Shaw Trust introduction – Clare Grey, Shaw Trust**

- Shaw Trust is a national organisation of over 30 years' existence providing help and support to enable disabled people to be economically active. The Trust works with long-term unemployed and disabled people (with over 35,000 clients at over 200 sites with 1,200 employers) and also helps other organisations to become more accessible.
- Further details are given in the presentation. Copy of the text attached.

### **High Speed Two update – Mark Dyer**

- Concerned not only about station/platform design but ease of boarding and alighting, especially at existing stations beyond the new line. Also, much work being undertaken on the design of the rolling stock, bringing together data on how to match not only immediate passenger needs but those throughout the life of the trains. The needs of passengers with disabilities are uppermost in the process and contact with DPTAC has already been made.