



People's Parliament

Friday March 18th at
Midi Music Deptford



Our Shout!



**MP's report of Lewisham's
People's Parliament about
*Transport and getting around.***



We chose Tony Ward to be
our Chairperson.

Tony welcomed us, our guests and
bosses to the Parliament.



About 50 MP's, guests,
bosses and people who
use services and
supporters attended the
Parliament held at
Midi Music Deptford.



First we heard from the Women's Speaking Up group.

They did a role play called *It's nothing to do with me!*

The story is about being bullied, but getting no help.



When a passenger with disabilities (played by Patricia) is bullied by 2 school children (played by Angelika and Lucy), another passenger (played by Sue) tells the driver.

She asks the driver " *What are you going to do about it?*"

But the driver says, " *It's nothing to do with me*"

Patricia gets off the bus and says to everyone watching.

" *I got off because I felt frightened and scared. I have to wait for another bus now.*" Then the players asked the audience.

" *What are you going to do about it!*"



Then we heard from our guests from Transport for London and the Police.

We had invited someone from Lewisham's Door 2 Door service but they were not able to come.



After, we joined 4 workshops about **Transport**.

In the workshops we were asked **what we say** and **what we want**.



Workshop 1 was called **My Transport Services**.





In this workshop we were joined by guest boss Stephen Golden from **Transport For London** supported by Celia.

Here we are listening to Stephen talking about T.F.L. services that we use to get around.



Workshop 2 was called **My Voice on Transport**

In this workshop we were supported by Donna, but the guest boss from **Transport for All** had sent her apologies.



In the **My Voice on Transport** we talked about making things better.



Workshop 3 was called **My Safety on Transport**

In this workshop we were joined by our guests and bosses from the police Joe, Dave and Khalil, supported by Jane.



Here we are, working on **Safety on Transport**.



Workshop 4 was called **My Door 2 Door service**.

In this workshop we were joined by guest boss Heather Hughes from Lewisham, with support from Angelika and Anusia.



Heather Hughes listening to what we say in the **My Door 2 Door** workshop.

After the workshops
We enjoyed
Our lunch



After lunch we met with our guests and bosses to tell them what people in the workshops said.

People in workshop 1 said;



Lucy telling us what people in Workshop 1 said and want.

- Children are noisy
- There is bad behaviour.
- The buses are too busy
- We want more police on the buses
- We want easy ways to complain.
- There are too many people on the bus.
- We want to keep our freedom passes.

People in workshop 2 said;

- We want independence to go places.
- We want more space for wheelchairs on buses
- We need information about what is available
- We need taxi cards



- How do we get a freedom pass if I lose it?
- We need to travel outside of London
- We need to learn how to travel.

Mark and Tony told us what people in workshop 2 said and want.

People in workshop 3 said;



- Someone attacked me.
- Schoolchildren push.
- Drivers don't wait.
- We want to feel safe when we travel.
- We want more buses on busy routes.
- We want drivers with more understanding about disabilities.

Peter telling us what people in his workshop were saying.

People in workshop 4 said;



Susan speaking up for workshop 4.

- It takes a long time before we get to the day service.
- Sometimes the drivers don't listen to what we want.
- I am not allowed to sit where I want.
- We want the buses to be fixed and not to break down so often.
- We want the escort to sit in the back with us in case someone needs help.
- Drivers should talk to each other before they pick us up so they know where we need to go.



Afterwards Tony our Chairperson asked the guests and bosses to answer questions and say what they would do.



Khalil from T.F.L. telling us what he and T.F.L. will do next.

Guests and Bosses said they listened to everything we had to say and said and does it makes a difference.

They asked us to report problems so they can make things better because they want to know what's going on.



Our Chairperson thanked everybody for coming and working hard to make the day a success, plus he thanked our guests and bosses for what they had said.

There is more about what we said in the workshops plus what guests and bosses said are in the following notes.

More notes from workshop 1 - Transport for London

TFL are responsible for :
Buses, tube, DLR, taxis, overground in London.

Some of the issues we talked about:

- People put bags on the seats.
- People shout
- We are worried that there is crime – but this is very rare on public transport now.
- We don't want to have to travel on our own.
- We might want someone with us – particularly on the train.
- There is a travel buddy scheme.
- There is dial-a-ride.
- There is some disability hate crime.

More notes from workshop 2 - Campaigning for better transport – Transport for All.

What happens now?

- Buses go straight past people in wheelchairs – they don't always stop. Push chairs take up the space.
- Most people have freedom passes but don't know how far you can go on them – for example use the local buses all over England.
- No-one has taught us to go on the train. Travel training is only about buses.

What we want

- Independence to go places.
- More space for wheelchairs on buses
- A sign to say that space must be given to wheelchairs.
- Information about what is available: Taxi cards, How to get a freedom pass when you lose it, Travel outside of London, TFL travel training.

If we don't know we can't do it!

More notes from workshop 3 - Keeping safe on Transport.

We shared stories of our experiences on not feeling safe on public transport. After each story, the police told us what action they were taking or what they would do.

Peter's story: People were pushing on the No 136. It's at the time when schools are coming out. There are 3 schools in the same area.

Action: The Police are aware and are doing something about this. They agreed it is a busy route.

Peter C's story: When people don't show their passes and it holds the bus up.

Action: The driver contacts the police using "code blue" – this is asking the police to come but telling them it is not an emergency. It can be worrying to see the driver being bullied. If someone does not have the right money for the bus (drivers should be able to change up to £10) the driver can give the person a yellow slip. This does not ask for contact details now but tells them how they can pay their fare.

Bobbie's story: When there is a disturbance by school children. He has also found sometimes the driver does not have patience to wait for slower people.

Action: TFL do give the routes enough time – so drivers should not need to rush. There are Revenue Inspectors on the transport. They are not in uniform, they also check the drivers are doing a good job. TFL also do surveys to ask customers.

You can make a complaint. It is best to explain the time, the bus route and the bus running number. TFL will then know which driver it is.

There are Mystery Shoppers on the buses too. They work for TFL. They are asked to travel certain routes and record how good the driver is.

The driver may tell you the ramp is not working or be unhelpful. If this happens, TFL need people to complain. Drivers need more awareness training.

Chloe's story: On 436 – bendy bus. Someone was arguing with the driver. This got Chloe upset and she started shouting and the driver got angry with her. A policeman got on the bus and helped to calm things down.

Action: ABLE TO TRAVEL. This is an initiative in May across TFL to raise awareness to encourage people to feel safe.

We also suggested police did a basic Makaton course.

Nicola's story: On the 199. Someone was having a go at her and threatened to throw her downstairs. The driver asked her if she wanted him to call the police. She said no so he did not. Nicola got another bus.

Action: The driver should have reported this to the police on Code blue – to make sure it was recorded. The police and TFL don't know how much trouble this is on the buses if it is not reported.

Simon's story: Simon uses taxis and minicabs – he does not like the beep in the minicab's satellite navigation system.

Action: In Lewisham the police have checked every minicab company – that the drivers are OK, they have insurance etc. The police will keep this up to date. Other police areas are not doing this.

Patricia's story: Problems as a pedestrian crossing the street with her trolley/walker. School children bullying, pushing, calling names. To get about, she uses minicabs - buses are too hard to get on – and has no trouble with these.

Glory's story: has had some trouble with bullying on a bus. Someone tried to stab her with a pen. She uses the bus quite a lot and usually has good experiences. Finds she does not always get a seat and the buses are not always clean. Sometimes there are problems with people

who have buggies and children. In one situation, it ended up with a woman going to court and Glory had to go as a witness.

More notes from workshop 4 - Door 2 Door.

Heather Hughes, Lewisham Commissioner for people with learning disabilities had kindly agreed to step in for the people responsible for Lewisham's Door 2 Door coach service because they could not come.

- Why are there cuts?

We are worried.

- It's terrible – it's not fair for everyone.

Heather Hughes explained that the country has to pay back all the billions of pounds they have borrowed. This means that Lewisham is getting a quarter less this year from the government. The council can't borrow money to make up this money – so will have to cut services. Most council money is spent on paying staff in the services.

How can we make our money go further? Most of the money is spent on buses – on council buses – on drivers and escorts. There is nearly £1million spent on door 2 door each year.

Lewisham council is protecting its social care budget more than other boroughs.

- Are there cuts to transport to Gateway Club?
- If I am going to be going out by myself – will I be able to get travel training? How will I get to feel safe?

Is the Door2door service any good?

- Sometimes it is late.
- Sometimes it takes a long time.
- Sometimes it is cheaper to hire a private bus
- The escort should sit in the middle of the bus not at the front.

Taxis (including people carriers)

- The council pays for some of these services.
- If the council has said you **need** a service or college, they will have to get you there – either by door 2 door or by taxi.
- What we need is different to what we want. With personalization and direct payments we may be able to choose how to get the services we need. People may also need to pay a charge for the services they get.
- Some of the cuts may be about charges.(or changes)

We all need buses to travel around

We think we should keep the buses to the Tuesday club – the mayor says he does not want to cut voluntary/ third sector services.

We need more transport not less

Bosses Feedback from Transport Parliament meeting 18th March 2011

Transport For London

Khalil (Police Liaison Officer):

Take on Board all the comments today

Been a Good Thing for us to have attended

Do have a new initiative starting in May. 'Month of Action'

About being 'Able to Travel'

Everyone on buses 'able to be treated the same'.

Bus drivers to be more aware of disabled needs

The aim is for this to be extended to all transport staff. We are starting with bus drivers, then if this works, tube drivers etc. also.

Problem – TFL needs to be aware of what is going on. So, - as Jane said earlier – please report incidents / problems to us.

We do use Mystery Shoppers, but we are trying to find out more about what is going on. Try to work in Partnership with Police, hand over for their feedback

British Transport Police/ Lewisham Police

Dave Blundell

Have already said earlier today the things we wanted to say

We have listened to everything that you have told us

What you say to us does influence how we operate

What you have said reinforces what we are already aware of (e.g. problems with school – children at the times the schools come out)

My colleague James Bailey, who has been in attendance today, will be providing an extra link

Question from the floor:

How do you keep the streets safe?

Reply: We are the Transport Police, but the Police do try to keep the streets safe. We recognise that feeling safe is important.

Our thanks and appreciation goes to all the participants and supporters who made the Lewisham People's Parliament about Transport possible.

A special thank you goes to our guests and bosses, who included;

- Stephen Golden, Transport for London's head of Equality and Inclusion.
- Khalil, Transport for London's Stakeholder Engagement Team.
- Joe Royle, Transport Police Command Chief Superintendent.
- Dave Blundell, Inspector and lead officer, Lewisham Police Safer Transport Team.
- James Bailey, Lewisham Police Safer Transport Team.
- Heather Hughes, representing Lewisham's Door 2 Door service.
- Tom Bird, Lewisham Learning Disability Commissioners.

Lewisham Speaking Up staff / supporters were;

Angelika Welzel, Jane Abraham, Donna Pearson, Steve Wilcox, Peter Smith, Celia Johnson and Anusia Manduk-Cheyne.

Please accept our sincere apologies if we missed you!

END