

## **MINUTES OF MOBILITY FORUM**

**Wednesday 23 March 2016**

**Community Space, Bernard Weatherill House**

### **Present:**

Stephen Aselford - PTLP rep  
Lauren Ashley – Boyall - Croydon Day Opportunities  
Nick Baker - London Tramlink  
Sylvia Barnabas - U3A  
Mairead Barnes - Disabled motorists  
Andrew Chillingsworth – Tramlink  
Janet Fish - Dial a Ride  
Graham Harding - Service user  
Sue Hawkins - Sign language interpreter  
Cat Janman - Business support  
Charlie King - East Surrey Transport  
Anesa Kritah - L.B.C. Independent travel  
Linda Lourenco - Concessionary travel  
Sue McVicker - C.N.C.A.  
Antony Merlyn - G.T.Railways  
John Osborne- Access Officer  
Yusuf Osman –Chair  
Claire Page - Vice chair  
Andrew Pelling – Councillor  
Ian Plowright - Head of Transport  
Becky Saunders - LBC Independent travel  
Andrew Strannack – Councillor  
Kai-Nneka Townsend - London Overground  
David Watson - Rick Mather Architects  
Roy Philips - Selsdon centre for the retired

### **1. Apologies**

Adrian Dennis, Roger Hewitt, David Rose, Jeff Page, Ashley Henry, Ash Patel, Chunilal Jobanputra.

### **2. Accuracy of the minutes of meeting: January 2016**

The minutes of the previous meeting were agreed.

### **3. Matters Arising from the minutes as notified to the chair before the meeting**

No matters arising.

#### **4. Fairfield Halls & College Green update**

David Watson presented at the meeting. Copy attached. The council submitted a planning application at the end of February 2016. The presentation is available online and the planning application reference is 16/00944/P.

John Osborne explained what lifetime homes were and that 10% of the dwellings will be wheelchair accessible or easily adapted for wheelchair users.

Graham Harrington advised that the council as a planning authority are making sure the conditions are secured and the forum has a role in making sure an inclusive design is taken into account throughout.

Sylvia Barnabas asked where the magistrate's court is going to and how much car parking is available for disabled people and people who just want to park their car, and why is the council taking away car parking at the Fairfield Halls? Car parking may not be in use because of the expense.

Graham Harrington said that the local authority is in discussions regarding the magistrate's court and that there is a national scheme called One Public Estate. Car parking is underused and there is a policy that says 10% car parking is required. People with a disability will have parking and there will likely be NCP parking also.

Charlie King asked how the steps between the gardens and Hazel Dean Road Bridge could be avoided by people that need a level access route.

David Watson said that there will be level routes and a dedicated route in the short term. There will be steps at Hazel Dean Road Bridge but there will also be a lift as an alternative.

Stephen Aselford asked where coaches are going to park?

David Watson said that there is no coach parking included in the scheme. John Osborne said that it is not within the forum's remit but coach parking could be brought up at the next Public Transport Liaison meeting.

**Action – Stephen Aselford to bring up coach parking at the next public transport liaison meeting.**

Councillor Andrew Pelling asked how much car parking there will be.

Graham Harrington advised that there are 350 car parking spaces overall.

David Watson said that they feel the scheme should be able to meet demand. Commuters will be encouraged to use other car parks and car parking for people with a blue badge will be provided.

John Osborne advised that there are other options for people who are less mobile such as the tram, Dial – a – Ride and taxis. There is also on-street parking available in College road.

Graham Harrington said that when the council considers the planning consent they will have a management plan and there is an opportunity to have a coach parking strategy.

Charlie King said that he is concerned about lack of car parking because what the council has measured is the car parking in decline and if the council are looking at expansion, then they need to look at car parking. He is also concerned that only a few bus routes stop by the Fairfield Halls and there is no coach parking.

## **5. North End cycling consultation.**

Yusuf Osman and Ian Plowright both gave updates. The proposal is that there will be a clear, straight line for pedestrians on each of the two shorelines on North End, with "A" boards and other street clutter removed. Cyclists will be warned (through signage) to stay in the central zone, to keep to a 10 mph speed limit. There will also be encouraged to use Frith road as an alternative. Consultation with Croydon vision will continue. Ian Plowright is preparing a report to present to TMAC on 26 April.

## **6. Dial – a – Ride**

Janet Fish presented a report. Copy attached. Performance has been impacted by a shortage of staff but more staff are starting in April. New staff will go through training which has been updated. Dial – a – Ride are also piloting an e learning module. Travel mentoring continues to work in the borough. Dial – a – Ride have been working with Croydon Care Solutions and other partners. Dial – a – Ride have also linked up with tram providers in Croydon for a 'tram day'. Individuals and other organisations can contact the travel mentoring scheme to arrange attendance.

## **7. Discretionary Travel Services – Linda Lourenco**

Linda presented her report. Copy attached. She also reported that they have been looking at the problems that people are having when booking via Taxicard. People are encouraged to book online or make regular bookings. They are also developing a booking app which they hope will go live this summer.

Since November, people applying for blue badges online can now upload all their documents. Information is reaching more people who need this service. There are however, a few scam sites set up and people are warned to ensure that they use the official site. If anyone does find a rogue site, please email concessionary travel services and they will get it taken down.

Most people report that renewing online is easy but there will always be an alternative route for those who can't use the online application.

There will be a period of grace for those who have not renewed in time, although London Councils have not publicised this.

## **8. Public Transport (Tram, Southern, LOROL & TfL buses)**

### **GTRailway – Antony Merlyn**

Antony introduced himself as the Govia Thameslink Railways representative and presented his report. Copy attached. Antony spoke about Access Ambassadors. A Network Rail project is starting looking at the platforms at East Croydon. When Antony has more information, he will share with the forum. GTR are reviewing the role of ticket officers. There will be major improvement works at Battersea this Easter and revised services across the network. More information can be found online. Antony spoke about the 'Try a train' days. Anyone who is part of a group or would like to come along can contact GTR. More details are online.

Charlie King said that he is concerned that there are no details regarding the concourses displaying timetables. At a meeting yesterday, there was a discussion that this will happen immediately and that timetables will no longer be in the public domain and only in the ticket office.

Antony Merlyn said that he would speak to Paul Best regarding timetables and that the role of ticket officers is being consulted on and they are at a relatively early stage. The formal consultation period is over but there will be ongoing consultation with stakeholders.

### **TfL Tramlink – Andrew Chillingsworth.**

The London Tram day event was held last month. See attached report.

During Easter, the tram between East Croydon and Reeves Corner will be closed in both directions due to track works but there will be staff on duty and they will arrange a taxi where necessary.

### **LOROL – Kai Nneka Townsend.**

Kai- presented her report. Step-free access at New Cross Gate Station should be completed by the end of summer. There have been complaints at West Croydon Station regarding the lack of staff response at the side gate; an alternative arrangement has now been put in place. Staff have completed World Host training and issued with iPad and iPhone's. Arriva have been announced as the new concession provider. There are no further details on the new franchise but it will still be called LOROL.

## **9. Any Other Business as notified to the Chair before the meeting:**

No items raised.

## **10. Date of next regular meeting**

8 June 2016, 4pm-6pm, Maple Room, Fairfield Halls.