

Decision Maker: **Adult and Community Policy, Development and Scrutiny Committee**

Date: **14 June 2011**

Decision Type: Non-Urgent Non-Executive Non-Key

Title: **BROMLEY MOBILITY FORUM - PROGRESS**

Contact Officer: Leslie Marks , Chairman, Bromley Mobility Forum
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Chief Officer: Mark Bowen, Director of Resources

Ward: Boroughwide

1. Reason for report

In April 2010 the Adult and Community PDS Committee agreed to the setting up of the Bromley Mobility Forum, initially for one year. As this first year concludes, this report from the Chair of the Forum updates Members on the progress to date.

2. **RECOMMENDATION(S)**

The Committee is asked to note the other issues that the Forum has considered during the period since the last report received in January 2011.

Corporate Policy

1. Policy Status: N/A.
 2. BBB Priority: Supporting Independence.
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Financial

1. Cost of proposal: Estimated cost £6,000
 2. Ongoing costs: Non-recurring cost.
 3. Budget head/performance centre: ACS Commissioning and Partnerships
 4. Total current budget for this head: £6,000
 5. Source of funding: LBB Adult and Community Services
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Staff

1. Number of staff (current and additional): n/a
 2. If from existing staff resources, number of staff hours:
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Legal

1. Legal Requirement: No statutory requirement or Government guidance.
 2. Call-in: Call-in is not applicable.
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected):
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments:

3. COMMENTARY

- 3.1 On 14th April 2010 the A+C PDS Committee endorsed the recommendations from the Transport Reference Group, including the establishment of a Bromley Mobility Forum, initially time limited for one year, with a focussed work programme and Terms of Reference outlining a future business plan and clear exit strategy.

The Forum adopted the following Mission Statement:

‘To improve the quality of life and support the independence of all people within the London Borough of Bromley experiencing difficulty with mobility and/or accessing transport’

- 3.2 In January 2011 the A+C PDS Committee received an update report from the Forum Chair. This update described the prioritised work programme which included a Passenger Experience Survey and a proposal for involvement in the planning of the redevelopment of Bromley South Station. Key inputs and outcomes from these work-streams are detailed below.

Progress to Date

3.3 Passenger Experience Survey

- 3.3.1 In the previous report, the Committee was made aware of the pilot evaluation and re-launch of the Passenger Survey. Despite a comprehensive awareness raising campaign, only 29 substantiated passenger survey experiences were received. Therefore, in April 2011, Forum Members committed themselves to a ‘Survey Week’ using the local bus service and captured their experience in a previously agreed data collection form. This resulted in a source of additional data being generated which was much more consistently captured and, therefore, easier to analyse. The main issues raised were access, availability of the ramp, attitude of the drivers, pulling away before passenger was seated, coping with small children and not stopping when requested.

- 3.3.2 A letter has been sent to Transport for London advising them of the work that we have undertaken and providing them with an overview of our findings. Using this current survey as the baseline, we will re-survey, employing the same methodology, in 6-9months time and the results will be compared against current information.

3.4 Redevelopment of Bromley South Station

- 3.4.1 Three representatives from Network Rail provided a presentation at the April 2011 Forum meeting. They offered the opportunity for the Forum Members to undertake a structured supported visit to Streatham Hill Station which has recently been redeveloped. This was so that Forum Members could experience how some of the changes had positively impacted on individuals with mobility problems by making train travel more accessible, and therefore, understand some of the plans for Bromley South station which will have similar features.

- 3.4.2 Five members of the Mobility Forum went on this visit. All members had experience of dealing with mobility issues, either for themselves or as a carer. During the visit they were able to practically demonstrate to Network Rail representatives some of the changes that worked well and some that did not work so well. This was followed up with a written report to Network Rail containing the Mobility Forum recommendations to be considered with the Bromley South development. Network Rail officers will return to the Mobility Forum on a regular basis, bringing to the next meeting a colleague from South Eastern trains, so that all aspects of the development continue to be discussed. It is our

expectation that, having established the relationship with Network Rail, an ongoing dialogue will continue, so as to ensure that the voice of those who experience difficulty with mobility continues to be engaged in the planning of the changes.

3.5 **Other Workstreams**

3.5.1 An important part of the Forum's work is in ensuring that the Council and other bodies do receive comments on mobility related proposals. During the year, the Forum has commented on a number of issues including:

Changes to the Taxicard scheme. The Forum welcomed the retention of double swiping (whilst under review).

3.5.2 The Forum not only responded to the consultation on the proposal to charge Blue Badge holders in Council car parks, but also provided a list of organisations that it felt should be included in this consultation and any future related consultations.

3.5.3 The Forum requested the opportunity to comment on Bromley's Local Implementation Plan 2010/2011, but was advised that the consultation had ended. However, the Forum did receive a presentation of the proposals and in response provided commentary on both the plans and the benefits of engaging the Forum pro-actively in the future.

3.6 **Future Workstreams**

3.6.1 As the engagement in the development of Bromley South has demonstrated, the Forum is in a position to develop a constructive relationship with Network Rail as a collective body representing a range of interests. As part of our oversight of public transport issues the Forum will continue the ongoing work on the Passenger Experience survey both Network Rail and with bus operators within the Borough.

3.6.2 The function of the group is to bring issues into the Forum where expertise exists to provide meaningful input and comment. Issues emerging in the future, where the Forum believes it can add value to the discussions, include Overground development in the north of the Borough, Dial-a-Ride developments and establishing a dialogue with the Police Safer Transport Group. Members of the Forum will also be looking to explore issues concerning bus driver training, travel training for users, obstacles for people with hearing/visual impairment and the functioning of Community Transport.

3.6.3 I believe that the Forum has managed to demonstrate to Council officers and Members the value of liaising with a group which brings together the full range of consumer expertise and is a source of practical information, advice and guidance.

4. **POLICY IMPLICATIONS**

The Bromley Mobility Forum supports the Council's priority of Supporting Independence for the people of Bromley.

5. **FINANCIAL IMPLICATIONS**

One off funding of £6,000 was identified in the Adult and Community Services Commissioning and Partnership budget in 2010/2011. This funding ceases in July 2011. No further funding stream has yet been identified.

Non-Applicable Sections:	Legal, Personnel
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