IN THE MATTER OF:

THE PLANNING ENQUIRY
THE CAMDEN (TORRINGTON PLACE TO TAVISTOCK SQUARE)
(PRESCRIBED ROUTES, WAITING AND LOADING RESTRICTIONS
AND LOADING PLACES)
TRAFFIC ORDER (2017) ROAD TRAFFIC REGULATION ACT

EXHIBIT

Exhibit RM6 to Witness Statement of Richard Massett.

TRANSPORT SOLUTIONS FOR OLDER PEOPLE
INFORMATION RESOURCE FOR LOCAL AUTHORITIES

Department for Transport
February 2012

INTRODUCTION

The Government's Equality Strategy sets out a vision for a strong, modern and fair Britain. It is built on two principles of equality – equal treatment and equal opportunity.

The Equality Act 2010[1] which underpins the Strategy, contains provisions to implement a ban on age discrimination in the provision of services and the exercise of public functions. In addition, the Public Sector Equality Duty (S.149 Equality Act 2010), which came into force on 5 April 2011 requires public bodies to consider all individuals when carrying out their day to day work in shaping policy and in delivering services.

The growing ageing population means that there is a continued need to help older people to age well and attain a better quality of life through local services.

Research, including that by Help the Aged (Help the Aged and Age Concern have now amalgamated to form Age UK) [2], identifies a number of transport barriers that older people face when undertaking journeys, both on foot and by public transport. These include physically inaccessible transport vehicles, the pedestrian environment, safety concerns, and attitudes of transport staff.

Local Transport Plans (LTPs), and accessibility planning in particular, provide local authorities with the opportunity to tackle these barriers in a clear and systematic way. Any improvements will benefit not just older people but improve access for many other members of the community. Meeting the accessibility needs of older people is not just a transport issue. It will require a number of key service providers, within an authority and outside it (such as the voluntary sector), to work in partnership to deliver innovative solutions.

The challenge to local authorities is the Government's priority to drive down the country's budget deficit and build economic growth. The Localism Act 2011 contains a range of measures to devolve more powers from the centre back into the hands of individuals, communities and councils, freeing local government to deliver services according to local needs. In addition the Local Sustainable Transport Fund, underpinned by the Creating Growth Cutting Carbon White Paper, will help to stimulate more sustainable modes of travel at a local level and initiatives to improve integration between travel modes and end-to-end journey experiences as well as better public transport.

The opportunities offered by the Big Society agenda shifts power to communities and to volunteers giving communities more influence over issues like housing, planning, schools and transport, potentially providing more effective and tailored services for local people.

This guide aims to signpost transport planners to existing resources, information and practices, with examples of tailored transport solutions around the country. Not all the examples provided are directly targeted at older people, but this group will be one of the biggest beneficiaries.

There are a number of funding streams which local authorities can use to improve accessibility. Not all of these will necessarily be transport funds, as the benefits of

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[1] http://www.equalities.gov.uk/equality_act_2010.aspx
[2] http://www.ageuk.org.uk/documents/en-gb/for-professionals/transport/id5969_travel_access_and_older_people_a_review_of_local_transport_accessibility_planning_2006_pro.pdf?dtrk=true

Examples of the types of discretionary concession that some local authorities offer are:
- o companion passes for those who are unable to travel alone
- o free travel on other modes of transport where buses are limited or scarce
- o extension to the time restriction to allow travel in peak periods

Improving take up

The England-wide national bus concession scheme has been successfully implemented by local authorities. However, there may be scope for raising people's awareness of their eligibility for the pass.

Improved facilities to assist boarding and at bus stations can encourage older and disabled people to take up the bus pass. Mersey travel Centres at its bus stations are fully accessible and fitted with induction loops for hearing impaired passengers. In Merseyside, **Easy Access** buses display stickers at the front by the door with symbols which tell passengers whether the bus is a low floor design, able to kneel at the kerb for easy boarding with wide doors and extending ramps and space for wheelchairs. The Guide also lists all of the bus services available in Merseyside. http://www.merseytravel.gov.uk/information_access-guide.asp

Local authorities may wish to consider and put in place, if necessary, further information on bus services, particularly in rural communities where there may be older residents who may be dependent on cars and are not aware of existing local bus services.

Whilst research has shown that awareness of concessionary travel is relatively high, awareness of community transport solutions available to older people, such as dial-a-ride services, Taxicard schemes and discount coach and train cards can be low. Local authorities might look at opportunities for promoting these services.

Other concessions

There are a number of other concessions specifically for older people; in particular, those offered by rail companies. The Senior Railcard offers older citizens up to a third off all rail travel. Local authorities can direct people to the Direct.gov website for more information:
http://www.direct.gov.uk/en/Pensionsandretirementplanning/Benefits/Concession sAndOtherHelp/DG_10026819

The National Rail website can help people locate the cheapest rail fares:
http://www.nationalrail.co.uk/times_fares/purchasing_tickets/ticket_types.html

In addition, disabled people in receipt of the higher rate mobility component of Disability Living Allowance (DLA) are eligible for a number of concessions including: the Motability Scheme (which allows eligible people to obtain contract hire or hire purchase car, powered wheelchair or scooter); Blue Badge scheme;

Data collected can be used to help Local Authorities to plan and deliver services more effectively. The ultimate aim for the project is to develop a business case that encourages Local Authorities to adopt this approach where appropriate.

Services offered by the **Southampton City Council** trial included:

o an online registration system for application and renewal that aimed to encourage participation and improve access;
o using outreach registration in libraries and sheltered housing to target the hardest to reach groups - mainly ethnic minorities, as data shows that their take-up of cards is low;
o using smart card technology in related activities – for example in conjunction with GP referrals for exercise and rehabilitation classes.

The trial ran until 31 July 2011.

AVAILABILITY

All local authorities will be focussing on measures to improve efficiency and delivery. There are already a number of tools and initiatives to help local authorities get the best value for money from their transport networks and assets, as well as helping them to develop the best possible local transport systems for their areas taking into account the needs of older people and the potential transport solutions. The web-based Policies and Good Practice Handbook
http://www2.dft.gov.uk/pgr/regional/ltp/guidance/localtransportsplans/policies/index.html

issued alongside the Local Transport Guidance contains examples of good practice guidance.

Under the Coalition Government's commitment to localism the Department will not intervene in the way local authorities review their progress against Local Transport Plans (LTPs) or require reports or reviews. While local authorities had a statutory duty to produce LTPs by April 2011 it will be for them to decide how to implement and use them.

It is critical that transport and spatial planning are closely integrated. Both need to be considered from the outset in decisions on the location of key destinations, such as places of work, healthcare facilities, education, food shops and leisure facilities, to help reduce the need to travel and to bring environmental, health and other benefits.

'Vehicle brokerage' will maximise each vehicle's revenue earning potential, by allowing the council and community transport groups to 'sell' the time when a vehicle is not normally used. This in turn will contribute further to the key aims of ensuring accessibility to services for local residents by using community transport, whilst achieving cost efficiencies and service improvements.

Total Transport

'Total Transport', published by *pteg* looks in more detail at the potential of this kind of cross-sector working to deliver better outcomes for communities through the sharing of resources and expertise:
http://www.pteg.net/NR/rdonlyres/E963D5DA-346A-4CBA-B7DB-569488F07AF7/0/20110627ptegTotalTransportforWebFINAL.pdf

Other authorities have looked at efficiencies in procuring taxi services for education and social care related transport - the North West Centre of Excellence has produced a taxi toolkit looking at this issue:
http://www.nwiep.org.uk/media/34172/taxi%20toolkit.pdf

In 2010 DfT published a guidance document with a number of case studies to assist local authorities and NHS agencies on the benefits of integrating the organisation and procurement of transport provided for patients and clients across various sectors, including community transport in developing Integrated Transport Units and it detailed various approaches:
http://www2.dft.gov.uk/pgr/regional/ltp/guidance/localtransportsplans/policies/communitytransport/transportinpartnership/.

'*Door to door journeys by public transport*', looks at how travel by public transport can be improved by looking at the whole journey from end to end, Produced by the Confederation of Passenger Transport (CPT), this report highlights a number of measures which have been taken to improve the integration between rail and bus services. This includes better signage, travel information, integrated ticketing, and getting transport services to connect with each other and interchange infrastructure improvements:
http://www.cpt-uk.org/_uploads/attachment/690.pdf
http://www.cpt-uk.org/_uploads/attachment/691.pdf

West Yorkshire's Passenger Transport Executive (PTE) 'Metro' has developed a partnership bus service with Kirklees Council, which combines an enhanced journey to school for pupils with special educational needs together with a new, accessible, neighbourhood bus service.

MetroLocal services operate school transport services in the morning and afternoon peak, and during the day are designed to provide safe, reliable and accessible transport links to local health, community and shopping facilities.

It may be possible to reduce the need to travel. Solutions may not be just transport–based e.g. co-ordination of opening times or relocation of services might be just as effective as alteration of bus-route timetables.

DfT has published community transport best practice guidance for local authorities preparing local transport plans, which was updated in March 2011[9]. The guidance accompanied a £10 million Supporting Community Transport Fund, which was distributed to 76 rural local authorities in England designed to kick–start and support community transport in their areas; a further round of the Supporting Community Transport Fund will be paid in March 2012.

Case study: Rural Social Enterprise Programme

Aim: To encourage a more sustainable model of community transport and promote local networks

DfT is one of three funding partners working with the CTA and the Plunkett Foundation to support the development of rural social enterprise in community transport; the programme was launched by the CTA in Autumn 2009.

The programme will offer development support and a grant or loan funding package for up to eight rural organisations, or partnerships of organisations, around England. The funding has allowed these organisations to recruit a member of staff to work specifically on building up contract income over a three year period. This is intended to encourage a more sustainable model of community transport, making groups less reliant on grant funding, for the benefit of both providers and users.

Local Authorities and Community Transport

Co-operation with local authorities is an important source of funding for many non-profit-making transport providers and DfT encourages this model of working. The potential benefits, both in cost saving and improved services, should make the inclusion of community transport at the very outset of planning local transport a very real consideration.

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http://webarchive.nationalarchives.gov.uk/tna/20110131045005/http:/www.dft.gov.uk/pgr/regional/ltp/guidance/localtransportsplans/policies/communitytransport/

There is also potential to form partnerships with the community transport sector and neighbouring authorities to create a Transport Social Enterprise in Surrey.

It is important that local provisions are decided upon and managed locally, with central Government providing a breadth of tools for local authorities to utilise. The Local Transport Act 2008 strengthens these 'tools'.

The Local Transport Plan guidance highlights the opportunity for local transport authorities to involve community transport in the development and delivery of their transport plans and policies. Chapter 4 of the guidance states: *'Creating and improving partnerships can also facilitate successful outcomes. Local transport authorities may, for example, wish to consider working closely with their area's local and regional voluntary and community groups, and with local businesses, to utilise their on-the-ground expertise and mobilise their staff resources to help develop best practice transport delivery'.*

It is often the case that community transport organisations are not familiar with approaching local authorities, and frequently their voice is not heard; smaller groups can also find tendering criteria leaves them unable to bid for contracts. As a result, their experience of bidding for local authority contracts, and presenting comprehensive business plans, can be limited.

However, this should be seen as an opportunity to approach and involve community transport providers with the aim of developing their skills and delivery experience for the mutual benefit of all. The majority of community transport projects are registered charities, often manned by volunteers, and frequently face the difficult task of obtaining funding for their intended services.

Door-to-door transport

The Passenger Transport Executive Group (PTEG) published a report on Transport and Social Inclusion in May 2010:
http://www.pteg.net/NR/rdonlyres/570FF969-98D6-4C06-B9DB-9837A732E835/0/ptegTransportandSocialInclusionreportMay10.pdf
in which a number of door-to-door schemes featured. Examples include:

Transport for Greater Manchester (TfGM) – Local Link

TfGM run 30 Local Link services across the metropolitan area. Local Link is a 'many-to-many' service - residents in the areas where the service has been introduced can use Local Link to travel from door-to-door to and from any point within a defined geographical area.

The services provide a vital lifeline for many people and enjoy high levels of passenger satisfaction. Research into just one of the Local Link services, for example, found that a quarter of passengers would have been unable to make their journey if the service ceased, a worrying statistic given some 65 per cent of

In addition, the Department for Transport in partnership with the Community Transport Association will provide each of the 76 rural local authorities in England with £2,600-worth of consultancy advice on how to establish, manage and make sustainable community transport operations within their area. There is the option for local authorities to supplement this with their own funds to receive further services.

The DfT has worked with Local Government Group to develop some good practice guidance on delivering transport solutions in rural areas, (http://www.idea.gov.uk/idk/core/page.do?pageId=15947041). The guidance complements earlier efficiency work concerning the development of Integrated Transport Units, and the improvement of partnership working between local authorities and health agencies to help deliver non-emergency health transport. http://www.idea.gov.uk/idk/core/page.do?pageId=15947980

The following are examples of successful rural demand responsive schemes.

Lincolnshire InterConnect

The Lincolnshire Interconnect / CallConnect service is a network of connecting local bus services designed to improve public transport links to destinations throughout Lincolnshire, making travel by bus easier, quicker and more efficient. All InterConnect routes have a high frequency of service with modern, low-floor vehicles.

CallConnect forms part of the Interconnect bus network and is a public bus service that operates only in response to a pre-booked request (on a 'dial a bus' basis). Most CallConnect services are fully flexible and are operated by modern fully accessible minibuses. Anyone can use CallConnect for any purpose such as shopping, medical appointments, work, training or just meeting friends. In most cases CallConnect will pick up and set down at designated locations in each village or town. Passengers with a disability or those living in more isolated locations (where there is no natural pick up point) can be picked up and returned to their home address, if it is safe and practical to do so.
http://www.lincolnshire.gov.uk/section.asp?catid=1981&docid=35955

The **Norfolk Integrated Transport Model (ITM)** covers health, social care and wellbeing. Commencing in 2002 with 3-year funding from DfT, the service now better meets the needs of eligible passengers, particularly those in areas of rural isolation or social exclusion. Working closely across multiple organisations the model has:

- Streamlined the booking and journey service for passengers by providing one central booking centre and one contact number;
- Provided direct referral for health or social service passengers eligible for free transport;

A 2008 study by the University of Leeds and Leeds Metropolitan University identified the measures that could eliminate many of the day-to-day problems that currently deter older people from using public transport and the pavements and roads in their locality. Examples of potential measures include:

1 Provision of road crossings at a greater number of wide or busy junctions.

2 Provision of road crossings that allow pedestrians a longer time to cross.

3 Designing bus interiors to ensure secure handholds are provided in the wheelchair and buggy storage area.

4 Designing bus stops to ensure people sitting down inside them can easily see when their bus is coming without repeatedly getting up and down to check.

5 Introducing a system of accredited standards for taxi companies, to reassure older people that they will only be taken to their destination via the most direct route.

Accessible design of small buses

In the absence of regulatory guidance, the DfT's Disabled Persons Transport Advisory Committee has produced the following document to promote good practice and to encourage and sustain improvements in the design and development of suitable small bus vehicles (designed to carry 9 to 22 passengers): http://dptac.independent.gov.uk/pubs/smallbus2007/index.htm

Improving access at rail stations

The Department for Transport is providing funding, through the Access for All Main Programme, for an obstacle free, accessible route at selected stations, to and between platforms serving passenger trains. 153 stations have been included in the programme so far.

The Department for Transport also recently announced £37.5m of "mid-tier" Access for All funding for station access projects requiring between £250k and £1m of Government funding. Up to 160 stations will benefit from a variety of improvements including lifts and ramps, platform edge tactile paving, accessible toilets and "easier access" humps to reduce the stepping distance between platform and train.

Funding to support smaller access enhancements reflecting local priorities will continue, with up to £7m a year of Access for All Small Schemes funding allocated to train operators based on the number of stations they manage.

Further details of station access improvements are published on the Department's website at: http://www.dft.gov.uk/topics/access/rail/rail-stations/

Each train operator is required to produce a Disabled Person's Protection Policy, available at stations and on their websites, that sets out the facilities and services available to passengers with mobility and other impairments.

cycling could be an important way to travel these potentially short distances, and have additional health benefits too. However, older people may be more liable to injury if they trip, fall or are involved in collision as a pedestrian or cyclist. Local authorities should therefore ensure that their roads, footpaths and other walkways are designed with the needs of pedestrians and cyclists in mind and are as well maintained as possible in order to prevent unnecessary falls and injuries.

Pedestrian environment

Any design of residential streets should consider and complement actions as set out in the Department for Communities and Local Government's Lifetime Homes, Lifetime Communities Strategy on housing for an ageing society. http://www.communities.gov.uk/publications/housing/lifetimehomesneighbourhoo ds

Home Zones

Home Zones are residential areas with streets designed for very low vehicle speeds which better suit the needs of pedestrians and cyclists. They are particularly suited to improving the neighbourhood environment for children and older people. The aim is to change the way streets are used in order to improve the quality of life. Home Zones provide scope for social activities such as people chatting or children playing, to take place in street space formerly considered to be almost exclusively for vehicles.

Modifications to the layout of the street should emphasise this change of use, so that motorists understand the need to share the street with other road users. This is achieved by creating an environment which encourages very low vehicular speeds. This natural traffic calming effect is realised through, for example, the placing of parking bays, street furniture, planting, or children's play equipment etc; to create indirect routes through the area, and shortened driver sightlines.

Good and effective consultation with all sectors of the community is important and can help ensure that the design of individual Home Zones meets the needs of the local residents. Further information on Home Zones can be found at:

http://www.homezones.org

The Institute of Highway Incorporated Engineers issued *Home Zone Design Guidelines* in June 2002. These guidelines provide practical advice to those involved in the design, planning and implementation of home zones, drawing together good practice in the UK and abroad. Copies are available from:

http://www.homezones.org.uk/public/guidance/index.cfm

Home Zones - Challenging the future of our streets was published by DfT in Nov 2005 (printed Mar 2006). It disseminates good practice in Home Zone design

Car use

The natural ageing process increases the risk of developing certain medical conditions that may affect an individual's fitness to drive. There is no age limit for holding a driving licence but a process of renewal is in place in recognition of this risk.

Driving licences expire at the age of 70 and need to be refreshed at a maximum of every three years thereafter. At each renewal, applicants must, by law, declare whether or not they have any relevant medical condition and that they can continue to meet the eyesight standard. Failure to complete the declaration honestly is an offence and may invalidate motor insurance.

If a motorist declares a medical condition, an investigation is carried out to determine whether or not they should hold a driving licence. DVLA meets the cost of the investigation which may include gathering information from the driver and their doctor. Where appropriate, a medical examination or a driving assessment may also be requested. Drivers are advised to seek the advice of their doctor on whether it is safe for them to continue to drive while the DVLA is conducting its investigation.

For many older people, driving or travelling as a passenger, can be a lifeline to maintaining their independence and preventing isolation. An appropriate balance, therefore, needs to be made between mobility and road safety, with older people being supported to continue driving for as long as it is safe for them to do so.

Some local authorities have introduced their own older driver assessment and training initiatives through their road safety officers. It would be helpful if these schemes went on to support older people in moving on to alternatives when driving is no longer an option.

Mobility Centres

Local authorities may also wish to consider how they could work with mobility centres which have been set up, often by voluntary sector organisations, in response to perceived local need. DfT supports a number of mobility centres in England which provide advice to drivers and car passengers who are having difficulties with getting in/out of a vehicle, controlling the car or who are concerned about their driving ability. These mobility centres focus on people whose mobility is impaired by a medical condition or disability. Information on local mobility centres can be found at www.mobility-centres.org.uk.

The Driver and Vehicle Licensing Agency recognises that changes in the population's health and medical advances all mean that the demands on the health and driver licensing system are very different to those of 30 years ago when it was established. They are considering carefully the issues and examining opportunities for change.

arrange car sharing services through these companies. Some organisations offer other features on their sites, for example Liftshare.com offers a 'cost calculator' illustrating how much money a person can save by car sharing, and can also help find a 'BUDi' for their walking, cycling or taxi journey www.liftshare.com.

Another option which may be available is a car club; these may be commercial operations (usually in towns) or social enterprise/not for profit organisations. Car clubs allow quick and easy access to a car for short term hire, allowing people to make use of vehicles as and when they need them. It avoids the expense of owning a vehicle for those who only need a car on an occasional basis.

Generally, anybody with a full valid driving licence can join a commercial car club and make use of the vehicles. Informal or social enterprise clubs may differ. An individual with use of a car can also consider offering their services as a volunteer driver. HM Revenue & Customs provides information on how much mileage an individual is able to offer before tax is due:
http://www.hmrc.gov.uk/mileage/volunteer-drivers.htm

Many local authorities already provide good information on car sharing and car clubs schemes available in their local areas. However as there are still a number of people, including older people, without access to the internet, local authorities may wish to consider making car club and car sharing information available in other formats, to ensure maximum use by potential beneficiaries of these options. For example, car club and car sharing schemes could be included in information about local services, placed in libraries, GP surgeries, and other publicly accessible places, and also marketed as part of general information about local services (such as posters or booklets).

The Department for Transport's website contains links to further information about car sharing and car clubs:
http://www2.dft.gov.uk/pgr/sustainable/cars/index.html. Information is also available on Directgov:
www.direct.gov.uk/en/Environmentandgreenerliving/Greenertravel/Greenercarsa nddriving/DG_10036310

The Department for Transport has published good practice guidance in Making Car Sharing and Car Clubs Work:
http://webarchive.nationalarchives.gov.uk/+/http://www.dft.gov.uk/pgr/sustainable /cars/makingcarsharingmarch2005.pdf

The Carplus website http://www.carplus.org.uk/ provides information on car sharing and car clubs and links to existing local and national organisations.

Mobility Vehicles

Mobility vehicles help to provide independence for people with reduced mobility.

ACCEPTABILITY

A person's ability and willingness to be able to use transport can be undermined by a range of issues, such as poor staff attitudes, concerns for personal security and safety, unfamiliarity with what is available, the first and last mile of journeys and a lack of information on how to use the transport system.

Personal Security and Safety

The walking and waiting parts of the journey can be where passengers feel most at risk, particularly at night. Car drivers may also feel insecure using less well-managed car parks. To improve personal security across the whole transport journey, effective partnership working will be needed.

Crime and Disorder Reduction Partnerships (CDRPs) can work with the transport sector to help tackle crime and anti social behaviour across the whole journey. DfT guidance on this can be found at:
http://webarchive.nationalarchives.gov.uk/20110503180952/http:/www.dft.gov.uk/pgr/crime/crimedisorderpublictransport?page=1#a1000

Local Authorities may wish to work with their local rail and underground station operators to obtain accreditation under the Government's Secure Stations Scheme for stations within their local authority boundary:
http://www.dft.gov.uk/pgr/crime/sss/securestationsscheme?page=2#a1001

The Secure Station Scheme is directed by DfT and the British Transport Police and sets strict criteria for station design and management to prevent crime. To gain accreditation, crime statistics need to show that crime is being managed at the station and a survey of users must reveal that, on the whole, passengers feel secure using the station.

First TransPennine Express (FTPE) committed at the start of its franchise to make its station facilities as secure as possible through investment and initiatives. FTPE has invested £5m in CCTV and passenger help points across 30 stations and has continually supported colleagues with customer service training to equip them to deal with difficult situations and protect vulnerable passengers. Station posters and information points encourage customers to report crime and security concerns either direct to the business or via British Transport Police (BTP) and Crimestoppers.

All of FTPE's 30 managed stations have been accredited to DfT's Secure Station Scheme, a scheme that assesses the safety level of individual stations. Improvements made through this scheme have ranged from building maintenance to improved technology and staff training and awareness. The success of the 100% accreditation, the first new Train Operating Company to achieve this, is fundamentally down to partnership working with colleagues, industry partners and BTP. The support of the BTP Crime Reduction Officers has been vitally important.

Travel Training and Mentoring

Travel Training schemes can help instil the confidence and skills in individuals needed to travel on public transport. This may be particularly important for those older people who have given up driving for health reasons and are embarking upon using public transport for the first time or following a long period of absence. The following DfT website link provides some information on a number of travel training schemes around the country and details of guidance: http://www.dft.gov.uk/pgr/inclusion/tts/

Local authorities may wish to encourage travel ambassadors and mentors. Transport for London, for example, offers the Travel Mentoring Service to disabled Londoners who want to broaden their horizons and make use of the many mainstream accessible public transport options now available. https://www.tfl.gov.uk/tfl/gettingaround/dialaride/travelassistance.asp

Nexus – Partners in Travel "buddy service"
The "buddy service" funded by Nexus provides training for adults with learning disabilities who live in Tyne and Wear. Nexus work in partnership with all local authorities in Tyne and Wear. Training is provided in personal safety, in following directions, road safety and getting on the right bus or Metro.

Bridge Card
Nexus also operate a Bridge Card scheme for people who have difficulty using public transport because of age, disability, illness, or simply because they lack confidence to make a journey. The card does not entitle people to a concessionary or discount fare but when shown to transport staff, they will recognise that the person may need extra help during their journey. Bridge Cards are available from Nexus TravelShops, day centres, libraries or local authorities.

Staff attitudes and training

The Conduct of Drivers, Inspectors, Conductors and Passengers Regulations impose a duty on coach and bus staff regarding the safe travel of disabled passengers. The Driver Certificate of Professional Competence (DriverCPC) is an initial qualification for drivers entering the bus industry which they must complete in order to drive professionally. All professional or vocational bus and coach drivers must undertake periodic training in order to maintain their Driver CPC.

Training is available for taxi drivers, which has led to improvements in skills such as customer service standards and disability awareness. Many thousands of drivers have undertaken this training across the country.

The Equality Act 2010 places duties on drivers of taxis and private hire vehicles (PHVs) that are designated as wheelchair accessible, to provide assistance to passengers in wheelchairs to get into, and out of the vehicle, and carry them in safety and comfort. The duty to assist will apply to the driver of any wheelchair

Metro – Talking timetables

West Yorkshire's Metro has developed an automated talking timetables voice system giving people access to real time and scheduled departure information over the phone, in addition to the current SMS (Short Messaging Service), web and WAP (mobile internet) services.

Nexus – Talking signs

In early 2009, Newcastle City Council became one of only twelve local authorities to introduce the React system of talking signs using technology created by the Royal National Institute for the Blind (RNIB) in partnership with the manufacturer SFX. RNIB React enables blind or partially sighted people to get around independently. It helps the person confirm where they are and to make choices about where to go next. Speakers fixed to a lamp post, wall or ceiling, announce a pre-recorded message when triggered by an electronic fob which users carry. It can tell the person where they are and can also give them other information such as where to board a train, location of exits, and where the lift or travel shop is located.

Twenty of these units have been installed at two of the busiest stations on the Nexus Metro system – Haymarket and Monument. Located in the heart of Newcastle City Centre, they are used by more than 16 million passengers annually. These are complemented by a further 17 units on city centre streets with 3 more leading to the Royal Victoria Infirmary Hospital eye clinic. Funding for the signs is from Nexus, Newcastle City Council and the European Social Fund.

Transport for Greater Manchester (TfGM) – Hospital route maps

TfGM produces guides to accessing each of Greater Manchester's hospital sites. The guides include details of key stops along the bus routes calling at the hospital including approximate travelling times between each key stop and the hospital. Each guide also contains a detailed map of the hospital site with departments, as well as bus stops, highlighted.

http://www.tfgm.com/content.cfm?subcategory_id=6114863&library_category_id=539010

Other useful national sources of travel information include:

Transport Direct (http://www.transportdirect.info/): the award-winning site reached a milestone one hundred million user sessions in 2010-11 since its launch and provides journey planning and travel information for both car and public transport journeys, plus find a place, and live travel news across Great Britain. In addition to the journey planning, the on line portal includes information

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RM7.

National Travel Survey
Department for Transport
Disability and travel: 2007-2014

Share of trips, by mode 2014

		Disability	No disability
Car driver		41%	52%
Car passenger		23%	14%
Walk		19%	20%
Other		17%	14%

Two thirds of trips are by car, but those with a disability are more likely to be passengers than drivers.

Travel per person per year, 2014

		Disability	No disability
Trips		688	993
Distance		4,245 miles	7,670 miles
Time		244 hours	424 hours

Adults with a disability make fewer trips, and shorter trips (by distance and time).
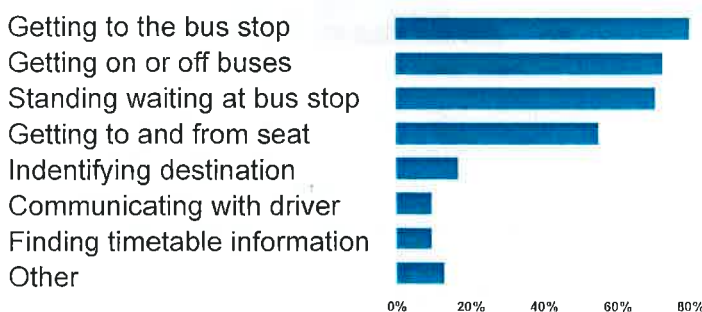
Purpose of trips

		Disability	No disability
Shopping		32%	20%
Personal business		17%	9%
Commuting		8%	21%
Other		43%	49%

Adults aged 16-69 make a smaller proportion of commuting trips, and a larger proportion of trips for non-work purposes, if they have a disability.
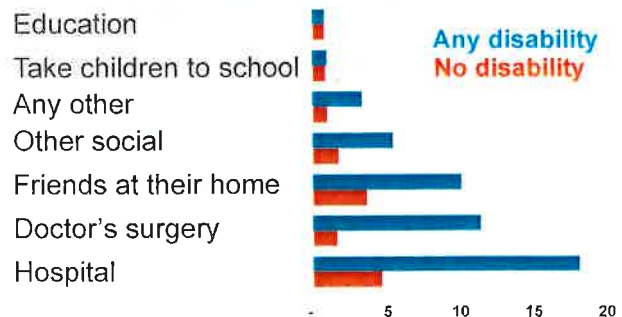
Of those with a disability:

52% have a full car licence

37% have no access to a car

95% have a blue badge

Health problems: Difficulties using buses (England 2007-2014)

Getting to the bus stop
Getting on or off buses
Standing waiting at bus stop
Getting to and from seat
Indentifying destination
Communicating with driver
Finding timetable information
Other

0%   20%   40%   60%   80%

For those whose health problems make it hard to use buses, the most common problem is getting to the bus stop.

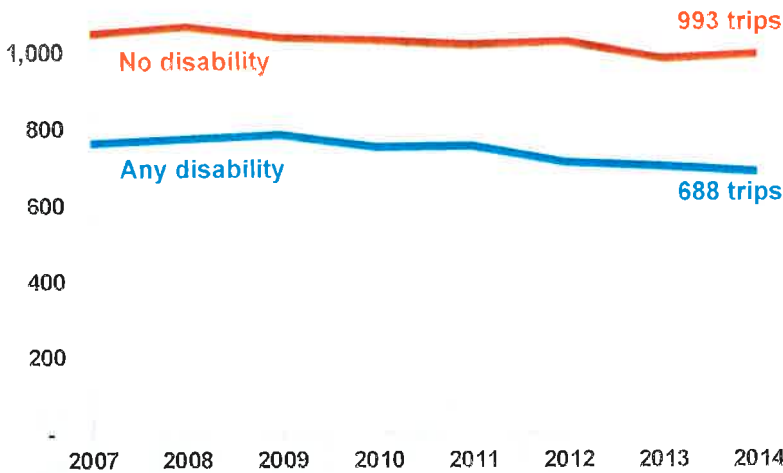## % reporting travel difficulties, by purpose (England, 2010-14)

Education
Take children to school
Any other
Other social
Friends at their home
Doctor's surgery
Hospital

Any disability
No disability

-   5   10   15   20

For those with a disability who report (non-work) travel difficulty, the most common problems are getting to a hospital or GP.

🛣️ 🕐 Trends in Trips, Distance and Time

Trips made, per person per year (England, adults)

993 trips

No disability

Any disability

688 trips

1,000
800
600
400
200

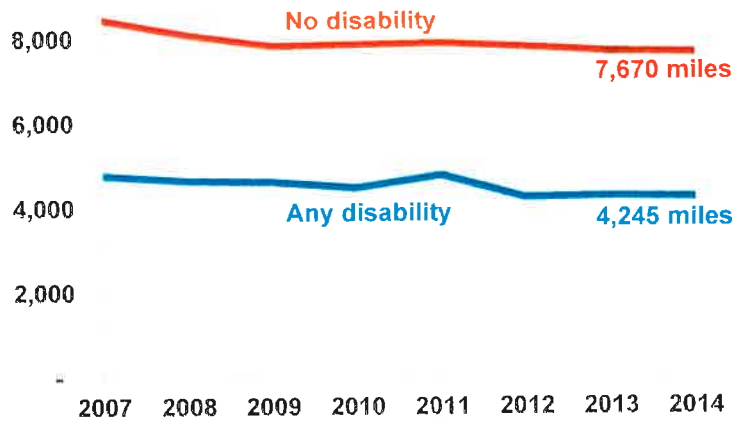2007 2008 2009 2010 2011 2012 2013 2014

On average, adults with a disability made just under three quarters (73%) the number of trips per person per year made by adults without a disability. In 2014, those with a disability made 688 trips per year, compared with 993 trips by those without a disability. For both groups, the trend since 2007 has been declining, but by a similar rate.
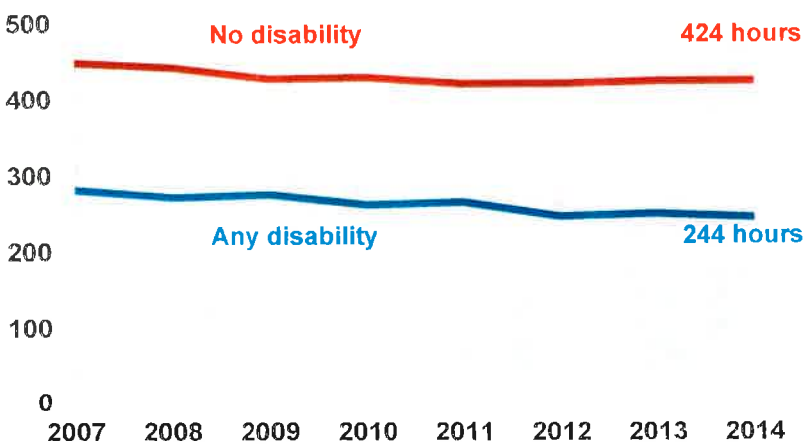
The pattern for distance travelled is similar to that for trips made. On average, adults with a disability travelled just over half (57%) the distance per person per year travelled by adults without a disability. In 2014, those with a disability travelled 4,245 miles per year, compared with 7,670 miles by those without a disability.

Whilst the trend since 2007 has been declining by a similar rate for both groups, the difference in the proportions for trips and distance (73% compared with 57%) means that trips made by those with a disability are, on average, shorter than trips made by adults without a disability.

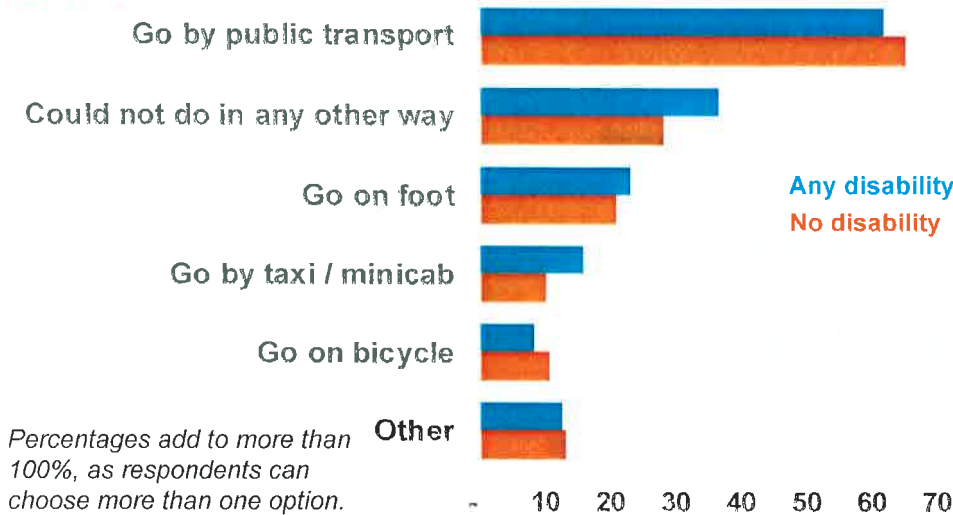## 🛣️ Miles travelled, per person per year (England, adults)

No disability

7,670 miles

Any disability **4,245 miles**

8,000
6,000
4,000
2,000

2007 2008 2009 2010 2011 2012 2013 2014

🕐 Hours travelled, per person per year (England, adults)

No disability **424 hours**

Any disability **244 hours**

500
400
300
200
100
0

2007 2008 2009 2010 2011 2012 2013 2014

We see the same pattern in the time spent travelling. Since 2007, time spent travelling by adults with a disability was 61% of the time spent travelling by adults without a disability.

In 2014, those with a disability spent 244 hours per person travelling, compared with 424 hours travelled by those without a disability. The slight decline over time is similar for both groups.

Alternatives to commuting by car, % of each group (England, 2009 - 2012)

Go by public transport

Could not do in any other way

Go on foot

Go by taxi / minicab

Go on bicycle

Other

Any disability
No disability

Percentages add to more than 100%, as respondents can choose more than one option.

- 10 20 30 40 50 60 70

Asked what their alternative would be, public transport is the most common option for all, but less accessible to those with any disability.

Those with a disability are more likely to have no alternative, to go on foot, or to use a taxi.

Those who commute other than by car or private motor vehicle

Those employees who do not commute by car or private motor vehicle are asked what difficulties they face, and can choose as many as apply. A clear majority say they have no difficulties, but more so of those with no disability (80% compared with 75%). Of those who do have difficulties, unreliability of public transport is much the biggest single problem for both groups (more than congestion). Except "public transport is unpleasant", those with a disability are more affected by all problems than those without. "Not possible by public transport" especially affects those with a disability more.

Other difficulties asked about include: personal disability, poor connections, weather, personal safety, cost of public transport and taxis, poor information about public transport, distance, journey not possible by public transport, and lack of cycle lanes. However, the sample sizes for those with a disability, even over several years, is too small to be reliable for most reasons; singly, these problems are reported by less than 10% of either group although, in total, the "other" category amounts to more than 20%.

Difficulties commuting without a car (England 2007-2014)
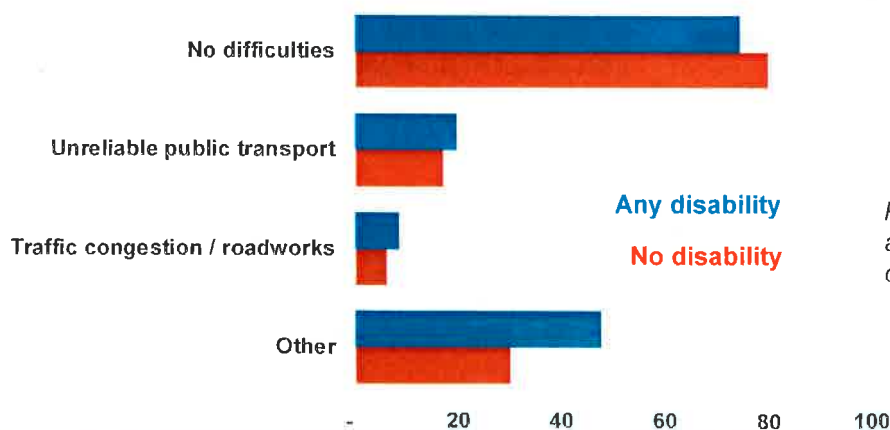
No difficulties

Unreliable public transport

Traffic congestion / roadworks

Other

Any disability

No disability

Percentages add to more than 100%, as respondents can choose more than one option.

- 20 40 60 80 100

For each purpose where respondents reported a travel difficulty, they were then asked which of a list of problems they faced. For all purposes, about half or more of those with a disability who had a travel problem cited their disability as one of the problems. The next most common difficulties cited were the distance, a journey not possible by public transport, unreliable public transport, or lack of parking. However, those without a disability cited these as problems much more commonly than those with a disability. An example is the responses for difficulties getting to a GP's surgery.

% reporting travel difficulties to GP (England, 2010-2014)
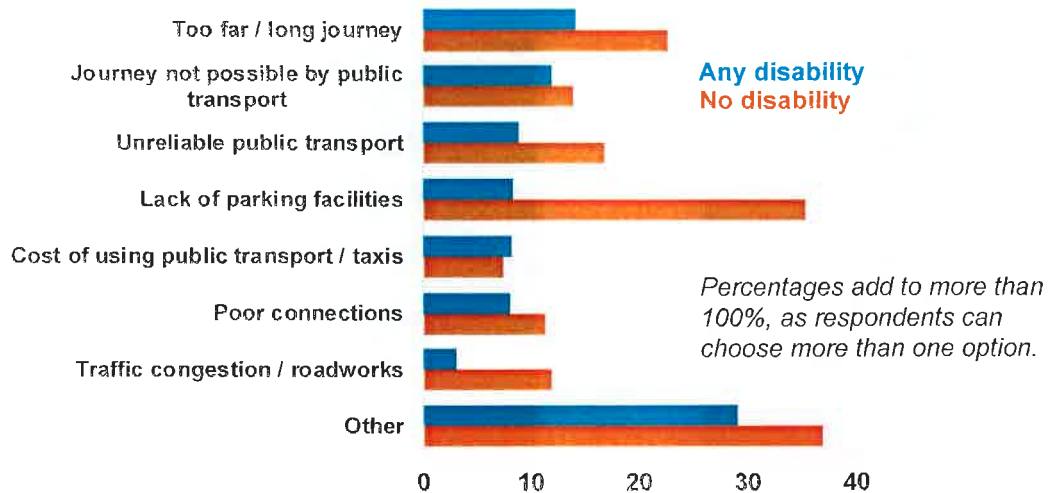
There are some differences by purpose. For example, lack of parking or the cost of parking are cited as problems for getting to hospitals more commonly than for GPs (and, again, are cited more often by those without a disability). When travelling to GPs, less than 10% or either group cite these as problems. By contrast, when travelling to hospitals, the respective percentages for those with and without a disability are 11% compared with 26% for cost of parking, and 18% compared with 35% for lack of parking.

Among those having travel difficulties visiting friends and relatives, traffic congestion is again much more commonly cited by those without a disability: 27% compared with 6% of those with a disability.

Difficulties travelling by bus

Those who say they have difficulties using buses are asked how often they go out on buses at all nowadays. Although nearly a third (31%) do still use buses, just over two thirds (68%) do not.

% of those whose health problem makes it difficult to use buses reporting difficulties (England, 2007-2014)

People are also asked about the nature of their difficulties using local buses. For those who have difficulties using a bus, the percentages reporting each reason are shown here. The most common difficulties are getting to the bus stop, waiting at the bus stop, and getting on or off the bus.
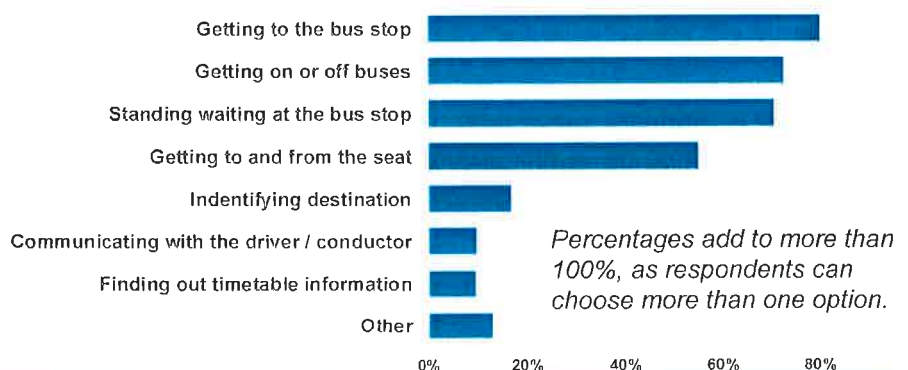
Background and references

Limitations of the data

Since the data is based upon a random sample survey, results are subject to sampling variation from year to year.

Some questions are not asked every year, and, in others, the range of categories changed between 2007 and 2014, preventing a series from being compared across all years. From 2013 onwards, the NTS has been administered in England only. No data are available on disabilies in children aged under 16.

In the case of some questions, or categories of response, the sample sizes, especially for those with a disability, are small, even when combined across more than one year, and should be interpreted with caution.

Since the NTS is a household survey, people in communal establishments, including nursing homes and hospitals are not covered by the survey. Therefore, any estimates of disability derived from NTS data are likely to be underestimates for the general population, as people in communal establishments are more likely than the general population to have impairments affecting travel.

As explained in the section on definitions (page 2), the definition of disability used here is dependent on two questions about transport or other limitations. Those with a temporary impairment, such as a broken leg, are not included, even though they may face the same limitations as those with long-term conditions.

Currently, there are no questions in the NTS about the nature of impairments; there is no time specified for "long-standing", or distinction of severity. Nor is there any distinction made about the effects of medication or treatment which may mitigate impairments.

Functional limitations asked about are restricted to those affecting travel.

Further references

More details about travel behaviours of English residents can be found in the 2014 National Travel Survey publication: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/457752/nts2014-01.pdf

A regularly published table in the NTS on mobility status is NTS0622 Mobility difficulties by age and gender: England

More factsheets on further specific topics from the National Travel Survey can be found at: https://www.gov.uk/government/publications/nts-factsheets

Other surveys with information on disability include:

DfT Blue Badge scheme statistics

Family Resources Survey (See Chapter 4)

Life Opportunities Survey (2009 - 2014)

Definition of disability under the Equality Act (2010)

Contact us

For any questions or queries in relation to this factsheet, please contact the National Travel Survey team:

- e-mail: national.travelsurvey@dft.gsi.gov.uk
- telephone: 020 7944 3097

IN THE MATTER OF:

THE PLANNING ENQUIRY
THE CAMDEN (TORRINGTON PLACE TO TAVISTOCK SQUARE)
(PRESCRIBED ROUTES, WAITING AND LOADING RESTRICTIONS
AND LOADING PLACES)
TRAFFIC ORDER (2017) ROAD TRAFFIC REGULATION ACT

EXHIBIT

Exhibit RM8 to Witness Statement of Richard Massett.

RM8.

Transport for London

Older people's experience of travel in London

08225
June 2009

Research conducted by Synovate

- Loss of friends and family

Changes in behaviour and activity may also be closely linked to a change in levels of expectations and confidence. Over time some people gradually come to "accept" that their lifestyles will be less active than they used to be - they see this as an inevitable part of the process of getting older rather than a failure of the world around them to meet their needs. The result is that they can become less confident about what they are able to do and may have lower expectations of what they are able to do and of what public services should provide for them.

2. The role of transport

Transport, and in particular the lack of access to it, has a key role to play in the process of people becoming less active and having lower expectations.

The diagram below demonstrates this process that some people may experience as a result of individual barriers.
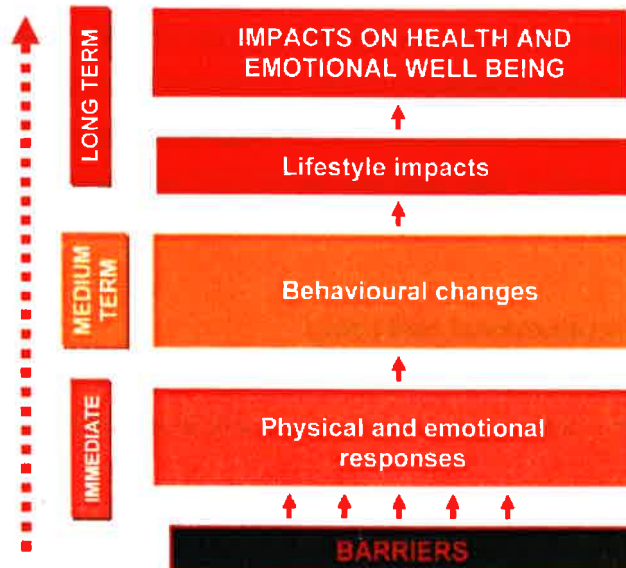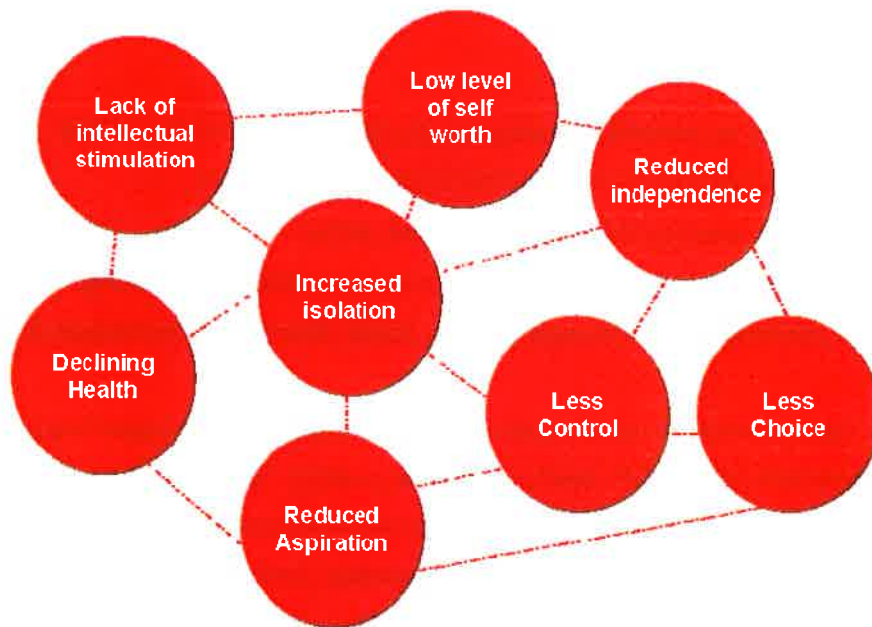
3. Conclusions and recommendations

Making transport more accessible can help people maintain a more active lifestyle ultimately maintain or even improve people's emotional health and wellbeing.

However, addressing the barriers will not be enough for those who have already significantly changed their behaviour as a result of experiencing barriers. This is because firstly the long term, cumulative effect of barriers to transport can be so extreme that some people are unlikely to feel confident enough to try public transport again without support. Secondly they no longer expect to be able to use public transport so probably would not seek out transport information without support or encouragement.

Therefore initiatives to encourage people to use public transport again need to actively reach out to people to let them know what support is available to them, supporting them to return to modes they have stopped using or to try new modes. In addition, this support needs to be maintained over time to help build up people's confidence in using public transport so they continue to use them in the longer term.

However transport is only one of the factors which drive the overall change in how active older people are. Addressing barriers to using transport alone will not be enough if people simply do not have a reason or the desire to leave the house other than for essential activities. Barriers at end destinations or activities also need to be removed.

2. Introduction

2.1 Background

This project is of interest to both groups given Age Concern London's remit in promoting accessible transport for older people, and TfL's commitment to promoting equality of opportunity and providing accessible transport for all.

2.2 Objectives

This research was designed to understand the impact of lack of accessible transport for older people in London.

A significant amount is already known about the barriers experienced by older people when using public transport so it is the intention of both organisations that this research goes beyond this existing knowledge to understand:

- The impact of transport on the quality of life of older people
- What steps can be taken to address barriers and improve the accessibility of transport for older people

TfL and Age Concern London have identified a number of specific areas for investigation based on their existing evidence. This research is focussed on the following areas:

- Understanding whether or not older people scale down their activities outside the home because of expected or experienced transport problems
- Finding out if inaccessible transport means that older people cannot access key services they need, such as health services?
- Identifying if expected or experienced transport problems have an impact on older people's emotional wellbeing and mental health?
- Gauging what impact contact with support services can have on older people's confidence in using public transport?
- Determining if there is a certain point where transport usage reduces rapidly, and if so, how it can be delayed slowed down?

2.3 Methodology

Twelve in-depth travel immersions were conducted with older people in London. These immersions lasted approximately three hours and included:

3. Understanding the impact of getting older

How do people's lifestyles change as they get older?
The older people spoken to in this research say that over time their lifestyles have become less active. They go from visiting a large number of locations to being limited to a smaller number. They find that they visit these places less regularly and they tend to choose to go to places that are closer to their homes. The ultimate result of this is that many older people say that over time they gradually come to accept that their lifestyles are less active.

What are the causes of these changes in people's lifestyles?
Some of the major factors that contribute to changes in people's lifestyles are:
- **Health**
- **Income**
- **Relationships**
- **Transport**

A decline in a person's health is one of the most common factors that contributes to reduced activity as this can make leaving the house and getting around more difficult and exacerbate other barriers to using transport.

"Well that is the only thing that would stop me using transport – if my health deteriorated from what it is now which I hope not"
Rita, Neasden[1]

A change in income or reduced disposable income is likely to have an impact on the level of activity as many activities that people enjoy cost money in themselves or cost money to get to easily.

Changes in relationships with friends and family can lead to people being less active as friends and family may die or no longer be as easy to visit. Also many older people have to care for partners or relatives with long-term health problems, which necessarily reduces the time they have to do other activities.

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[1] Names have been changed in the interests of respondent anonymity

Transport is important for accomplishing essential and leisure journeys and so can have an important role in maintaining older people's level of activity. Difficulties occur when access to transport is restricted by barriers. Older people who participated in this research tend to face physical barriers, environmental barriers and information barriers. Older people may also experience communication barriers but these barriers are not experienced by the participants in this research.

4.1   Different barrier types- Physical

Physical barriers to using transport are frequently mentioned as causing difficulties with transport. The most commonly referred to physical barriers are:

Distance to bus stops and other connection points

The distance between home and the nearest bus stop was a crucial physical barrier that restricted their ability to access transport. This barrier can be particularly significant as walking long distances can negatively impact on respiratory problems or injuries.

Long staircases on London Underground

Long staircases and escalators are noted as a significant barrier to using London Underground services. Some with difficulties walking say that having to ascend lots of steps would be impossible for them and for others there is a fear of falling associated with them.

Speed of doors closing on buses and The Tube

Getting stuck in the automatic doors when getting on and off buses and Tube trains is a concern for some people.

"I was on a bus when I got to Camden Town he closed the doors and someone had to shout to release me"
William, Hackney

High steps on to buses

Difficulties with stepping up onto buses are frequently noted as barriers to using buses. Some older people who are confident using buses still experience difficulties getting on and off buses because of the step up. This barrier can be exacerbated when bus drivers fail to pull up close to the kerb at bus stops, as this makes the step

Risk of crime

Risk of crime is a barrier to using transport as they say they feel vulnerable at various points while using the network. Older people say they feel particularly vulnerable when waiting at bus stops if they are in poorly lit or isolated areas. Also there is a perception that Underground trains are the least secure mode of transport. Much of the fear of crime older people experience comes, by their own admission, from the media rather than from incidents they have experienced or heard about from friends and family.

"No I don't think so, it's because I have not used them for so long, and reading all the bits in the papers puts me off"
- Ruby, Haringey

Time of day

People say they feel vulnerable when walking to or waiting at the bus stop after dark. They may avoid making journeys after dark as a result of feeling vulnerable.

Adverse weather conditions

Bad weather conditions, such as heavy rain, may be barriers to older people using transport. People can have difficulties carrying an umbrella when using a walking frame. Also fear of falling may prevent people from making journeys if it is icy.

4.3   Different barrier types- information

Respondents tend not to make direct references to having a lack of information about transport but it is clear that lack of information does have an impact on their use of different modes. Many restrict their journeys to modes they are familiar with, and so feel confident using. They may also tend to avoid modes where they feel they do not have good enough route knowledge generally. This is most notably a barrier to using the Underground as the Tube map can cause confusion.

Some older people also have reduced expectations of the system to cater to their transport needs, therefore are less likely to actively seek transport information from formal services. Therefore, a lack of proactive information is a barrier to accessing services which older people are not already aware of.

5. The impact of barriers to transport use
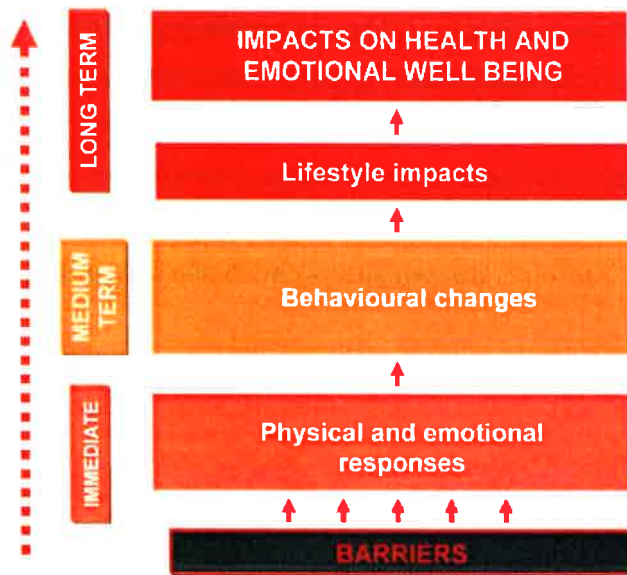
These various barriers can lead to immediate physical and emotional impacts.

5.1 Physical impacts of barriers

The physical impacts of the barriers to using public transport are discomfort, pain and tiredness. The distance from their home to the public transport access point is the key factor as this can make the journey tiring and often painful if walking long distances is difficult. In addition to pain and tiredness, people may experience some discomfort when using public transport. This discomfort may come from needing to stand for long periods of time or spending time in hot, crowded situations on buses or Underground trains.

5.2 Emotional impacts of barriers

Emotional impacts of barriers tend to be less immediately obvious but can be as significant as physical impacts. One impact of the crowding and also the perceived level of crime on public transport is anxiety about personal security. This clearly makes it less comfortable to use public transport. Similarly, some feel anxious about whether they will be able to reach their destination successfully due to not having enough information about the route or not trusting the transport mode to transport them reliably.

As a result, people may decide to forego leisure occasions as essential journeys are of a greater priority so as to limit the impacts that a large number of journeys will have on them.

6.2 Changes in how people plan their travel

Physical and emotional impacts mean that some people need to do more planning and consider a number of factors to complete their journeys. One consideration is the time of day they make their journey. Making journeys during rush hour can be more difficult than at other times of day because of the sheer number of people. People may also avoid using public transport at times when children are likely to be going to and from school and schoolchildren are frequently mentioned as being particularly intimidating and inconsiderate. In addition, some may decide not to travel after dark as this can make them feel more vulnerable.

People may also decide not to make journeys to avoid adverse weather conditions or plan them more carefully so they avoid bad weather. This can be because of the likelihood of falling if it is icy or cold or windy weather having a negative effect on their breathing.

"If the wind hits me it brings on an asthma attack, so I have to be very careful, so I'll see if it dies down tomorrow so I can pick up my prescription"
Ruby, Haringey

People may also change how they plan their travel to restrict the distance they travel away from home as this will make them feel less anxious about any possible difficulties returning home. Similarly some may alter their journeys to limit the amount of time they have to spend on a particular mode of transport and so limit the discomfort they are likely to experience.

Planning journeys can demand a high level of effort, time and energy. For some this makes the thought of planning a journey exhausting, and reduces their motivation to leave the house for journeys that are not necessary. It can also mean that people try to accomplish more essential activities on a single journey than they might without some of the barriers that exist.

7. The role of supported travel

7.1 Importance of supported travel

Amongst the sample, there was a range of support needs in terms of using transport. Some only require information and encouragement in order to help them to maintain their levels of transport use. For those who experience more severe barriers on public transport, door to-door supported travel options such as Dial-a-Ride, Taxicard, patient transport services, and community transport can play an important role in maintaining their activity.

There are a number of benefits that people perceive in using supported travel methods. A major benefit is that they are less likely to be tired when they reach their destinations as they will not have exerted themselves as much as they would have if they had not received such support.

Supported transport can also help people to overcome anxiety about how they are going to get home as they know that the return journey is a guaranteed part of the service. This is particularly important for those who need to transport heavy shopping bags home.

Some communal transport options also have a valuable social element, which may make journeys more like leisure occasions than simply essential trips. Supported transport can also make essential journeys into leisure occasions because they can conserve people's energy so that they are more able to do things they want to do when they reach their destinations rather than just doing essentials and conserving their energy for the return journey.

7.2 Experience of supported travel

Supported travel methods provide benefits in removing some of the physical and emotional barriers to using transport. This section will explore in more detail, the different types of supported travel available and what the benefits and limitations of each method are.

Dial-a-Ride

Older people appreciate Dial-a-Ride because it is a door-to-door service and therefore enables journeys that might otherwise be seen as impossible for them.

Patient Transport Services

Transport to and from appointments at hospitals is highly valued by the people we spoke to as receiving support for journeys when they are unwell can be especially important. However, this service is only available for these hospital journeys.

8.   The role of community organisations

Community organisations can provide a valuable function in widening older people's transport use and expectations. They can provide occasions to leave the home and so help to reduce the threat of social isolation. Community organisations may be charitable organisations such as local Age Concern offices, religious groups or local community centres. Community organisations can widen older people's transport use and expectations in the following ways:

8.1 Providing Social occasions

Community organisations provide valuable social occasions which give people a reason to leave their homes and be more active. Examples of these sorts of activities are exercise classes, lunchtime groups, and coffee mornings.

"I just go over to Hillwood Centre everyday and have my dinner, and I sometimes sit over there, today I had Tai Chi"
- Sandra, Camden

8.2 Raising expectations

Community groups can encourage people to travel beyond their local areas by running day trips to different parts of London and beyond. This can help raise people's expectations by showing that there are places worth visiting in their local area. Some of these journeys may be possible for people to subsequently complete independently. Similarly, being exposed to areas outside of the immediate area can help to widen expectations of what may be accomplished independently.

8.3 Increasing contact with peers

Greater social interaction with peers can inspire confidence to use transport more widely as people are likely to hear and share their experiences of transport. This sharing of experience is likely to provide great reassurance that journeys on public

9.2   Greater reliance on others

A lack of access to transport necessitates a greater reliance on other people for support. This is particularly true when people want to travel to destinations beyond their local area, such as going on specialist shopping trips to pick up something specific. It is also important when they will need assistance at the destination and returning home, and in particular if they need help trying on clothes at a shop or carrying heavy shopping bags home.

Also, some people rely on others for companionship for leisure activities and for longer journeys. This can be particularly important for journeys on non-familiar modes of transport, or when travelling a relatively distant leisure activity.

"if I want to go to Maplin or Lidls I will wait until my daughter is free with her car as you always end up having lots of bulky things to bring home"
- Rita, Neasen

9.3   Restricted to local activities

Restricted use of transport means people are less likely to experience leisure or social activities beyond their local area. They are also more likely to feel restricted to a small number of activities. Some respondents speak of wanting to visit London attractions like West End shows, museums, parks, and gardens but feel that they are too far away to be considered. This has a greater impact on those who live in areas where few activities and facilities are available nearby, often those who live in outer London boroughs.

The lack of accessible transport may prevent people from exploring new activities which could provide valuable social interaction and mental and physical stimulation. Better access to resources such as adult learning opportunities and swimming classes could be beneficial.

"I mean when I first came to this country I used to love going to the West End and look at the lights and look at the shops because in those days it wasn't like now but as time goes by things have changed and people are frightened of going out "
- Rita, Neasden

Lack of accessible transport can limit the range available choices in relation to the things people buy so, for example, they can struggle to access a range of different clothing shops to buy clothes that fit their personal taste and preference.

It is important for people to be able to directly choose the food they want to buy and eat when shopping at the supermarket. One respondent specifically spoke of wanting to retain autonomy over their own purchase decisions, particularly when deciding how to balance their money between luxury and necessity items.

"You know I'd have to get a carer or something which wouldn't be the same thing because you might ask her to buy something and she wouldn't really know, she wouldn't know if you could afford it or if you wanted to pay that much for it –or anything like that
– Rita, Neasden

10.2 Reliance on others can lead to low self-worth

Being reliant on others for assistance often requires people to fit in with other people's schedules and can affect confidence and self-esteem. They can be limited in how much control they have over when or how they do things. So they may:

- Need to plan getting to a doctor's appointment around an available Dial-a-Ride time slot
- Need to fit in with the timings of a community shopper bus service in to order to do grocery shopping
- Have to wait for a friend or family member to be free to drive them where they want to go
- Want to spend longer at a shop or supermarket but they feel worried about the time constraints this may place on the person who is accompanying them
- Have to hope that other passengers will provide assistance when using public transport (e.g. finding a seat, disembarking the bus)

For many these impacts result in a reluctance to ask for help, and feelings of guilt around being a 'burden' to society. Some respondents feel more comfortable than others in relying on help from others, though all would prefer to be able to travel more independently.

10.3 Increased isolation impacts on social connectedness

For many, interacting with people and places provides stimulation and a sense of belonging to the community, such as:

Some respondents also worry that reduced activity is likely to impact on their mental well-being. Some think of themselves as quite depressed because of their isolation and for some there is a fear that a lack of stimulation may lead to symptoms of dementia.

"It'll help me to keep my mental sharpness. I worry that it might affect me mentally if I have to spend lots of time stuck in here"
- Peter, Redbridge

10.6   Reduced activity leads to lowered aspirations

Reduced activity can, over time, have the impact of reducing people's aspirations so that they do not expect to be able to do as much as they used to when they were younger. These narrowed expectations are likely to decrease people's motivation to make plans for future leisure occasions. They are also less likely to expect to try new things and meet new people. Similarly, reduced aspirations lead to people not trying to visit new places beyond their local areas in which they feel comfortable.

Older people say that they would benefit from new opportunities and increased aspirations. They think that being involved in more activities might mean they feel more confident and able to confront their existing fears about the outside world.

11. Ideal journey experience

11.1 Improvements to service

Participants interviewed identify a number of improvements that they would like to see on the Transport for London network in order to reduce the barriers to using transport more and getting more out of it.

For many, top of mind improvements relate to physical barriers, including:
- Community transport to take people from near to their homes to a local bus stop in order to overcome the initial barrier of the distance to a bus stop
- Transport for London providing a greater number of bus stops so that everyone is closer to the bus network
- The provision of a number of less frequent 'hopper' community buses to serve areas with limited access to the main bus network
- Lower steps on buses for easier access and ensuring that bus drivers always lower the bus when appropriate
- Ensuring that bus drivers do not pull away until all bus passengers are seated

Some also speak of this ideal transport network allowing them greater contact with family and friends. It could allow people to re-establish relationships that had dwindled due to the difficulties involved in meeting up. People may also be able to change relationships from being based primarily on telephone conversations to reverting to more face to face contact.

More accessible transport would also mean people could take their grandchildren out to see fun things and have more fun with them if transport improved.
In addition, some people would like the opportunity to go further and visit places that they might normally consider outside their sphere of activity. This would also help to increase their own expectations of what they are capable of doing.

"I know I will go to Brent Cross for a day out, a day out, get the bus, even if you don't buy anything, have something to eat, you meet people, you talk to people, get back on the bus, come home and you think to yourself, I am tired but I have had a nice day out"
Ruby, Haringey

A further way in which people might see their lives changing would be by doing more activities independently. They say they would be less reliant on getting help from others in order to accomplish tasks and so would also have more freedom to be spontaneous and not have to arrange their plans around help they might receive.

"It means I could buy what I feel like, and decide when I want to treat myself. Like sometimes I want duck or salmon or something more expensive than, say, sausages"
- Kath, Wandsworth

than for essential activities. Barriers at end destinations or activities also need to be removed.

Initiatives will be most successful at encouraging public transport usage if they combine accessible transport with accessible destinations such as:

- New activities, such as lunch clubs for older people
- Support to undertake existing activities, such as supported shopping
- Leisure activities that encourage older to travel beyond their immediate area

The need to address multiple barriers and provide tailored, ongoing support suggests a joined up approach between TfL and the voluntary sector. Throughout the research, respondents highlight the importance of organisations such as Age Concern and community transport initiatives in providing them with not only a motivation to leave the house but also support and encouragement to reach and return from their destination.

People will require different levels of support depending on their individual circumstances, confidence and prevalence of a particular barrier. For example, people who are relatively confident about using public transport may simply require route information for less familiar modes of transport or information about the availability of community transport initiatives in their local area. Those who are relatively active and confident about using public transport may only require support to reach their nearest public transport access point, for example via a service like Dial-a-Ride. Others may require more comprehensive levels support, for example being supported from the moment they leave their home to when they return.

Therefore, future initiatives need to be tailored to individual needs and promote the following key elements:

Awareness: As a result of the tendency to not seek out information and to expect that services will not meet their needs, any initiatives need to actively reach out to older people to let them know what support is available to them. Initiatives also need to support them to return to modes they have stopped using or try new modes

Reassurance: People need to know that services will help them to travel more easily. They typically seek this reassurance from 'people like them', especially from peers who can relay a positive experience of using a particular mode of transport or community initiative

Participants' views of the advantages and disadvantages of each mode – train

Trains are typically only used for longer journeys outside London, often when accompanied by someone else. Also, it is a more frequently used mode for people whose closest station is over land.

Advantages
- Is fast and comfortable for traveling long distances
- Station access typically involves fewer steps than on the Tube
- Staff are considered helpful with assisting people with getting on trains

Disadvantages
- Requires a journey to the station to access
- Some security concerns
- Unaided, getting on and off trains can be a challenge

"I am not scared of the trains, I am scared of what goes on there, you read of people storming through the trains even now robbing people, pick pockets and all that, and it frightens me"
- Ruby, Haringey,

"That was very, very good, it was very good, they helped us on to the train and put us in disabled spaces. Really helpful."
- Jane, Redbridge

Participants' views of the advantages and disadvantages of each mode – tube

Tubes are used less by older people due to barriers to accessing them, but are most commonly used for travelling longer distances through London

Advantages
- Are fast and reliable
- It provides flexibility in terms of time of travel
- Is free to Freedom Pass holders

Disadvantages
- The number of stairs make it difficult to access
- Stations can be too far away
- Getting on and off trains can be difficult
- Heat and crowds cause discomfort, particularly at peak times
- Seen by many as the least secure mode of transport
- Route planning can be difficult as tube map is complicated

Participants' views of the advantages and disadvantages of each mode – walking

Walking is used for short journeys and for accessing other transport modes. It also serves as a leisure activity for some.

Advantages
- Is flexible and requires little planning
- Is free
- Can be enjoyable

Disadvantages
- Can be slow
- Can be tiring
- Can lead to people feeling vulnerable, especially at night
- Not suitable for longer journeys

"I used to love taking my dog for a walk in the park but now I can't. It's just too difficult"
- Ruby, Haringey

"I mean I walk with a stick, it's sort of getting, it's not only that, it's balance, when you get older you lose your balance, especially if you have had a broken ankle, once I start going I am not too bad but getting out of some of the shops I am dreadful because of my balance."
- Jane, Redbridge

Participants' views of the advantages and disadvantages of each mode – taxi

Taxis are particularly used for journeys late at night and when transporting shopping and luggage. They are primarily used by those with greater wealth.

Advantages
- Provides flexibility in terms of places to travel
- Provides flexibility in terms of time of travel
- Is fast
- Special rates are often provided for people in particular residential areas, making them more affordable

what she spends it on, e.g. she would love to go to a West End show, but worries about the ticket cost.

"I know that I can't do all the things I used to and it'll get worse. I see other people struggling I think that will be me soon"
Shanta, Harrow

Ruby, 76, Haringey

Ruby lives alone in her council house in Haringey. Until her health deteriorated a few years ago she was quite active and loved walking her dog and youth hostelling with her grandchildren or staying in her caravan by the sea.

Ruby can no longer do these things as her asthma and problems with her legs and heart means she can't walk very far and mean that she needs ready access to hospital services.

She typically uses buses though her nearest bus stop is 25mins walk away so she only uses it for essentials as getting there can be a real struggle. Ruby is scared of using the Tube as she fears that she will be robbed or attacked.

Until recently, an Age Concern office was located near to Ruby. She used to really enjoy seeing people and spending time there. Now her major source of social interaction has gone.

If transport provision was perfect she would visit lots of places throughout London, starting with Alexandra Palace. At the moment she is very bored and finds her situation frustrating. Visit places would help relieve this.

"I was up at 6am, and I thought god almighty its going to be a long day, and you think, there is nowhere to go, I mean I have been on that walk with you, I won't be going out again today, maybe not tomorrow, if the wind drops tomorrow I will take my prescription into Boots, that shortens the day a bit"
Ruby, Haringey

Peter, 89, Redbridge

Peter lives in his own house in Redbridge. He will be 90 later this year.