

## APPENDIX B

### Response to Scrutiny Review Group Recommendations

	SRG recommendation	Response	Next steps
A	Local bus companies should be offered the opportunity to gain awareness of disabled passengers' travel needs by participating in the Harrow Travel Training and Buddying Project (Harrow Council's travel mentoring scheme) as part of bus driver induction training.	Officers have discussed this recommendation with HAD. The appropriate level of training and participation needs to be further discussed between HAD and the bus operators but in principle HAD are prepared to work with bus operators to help train drivers to recognise passengers with disabilities and how to assist. Bus operators will contact HAD or Council officers to arrange training.	The council will raise this recommendation and seek a way forward at the next Bus Liaison Meeting. The council will seek to work with HAD should they require assistance in arranging training for bus operators.
B	Where road works are taking place and pavements have become impossible or extremely difficult for residents with mobility difficulties to use (including those in wheelchairs), the Council should provide clear signage ahead of the obstruction.	Chapter 8 of the Traffic Signs Manual as well as the easy read guide Safety At Street Works and Road Works – A Code of Practice published by The Stationary Office, is the guidance used to plan diversions and advance signs warning people of street works and road works. A new version of the Code of Practice comes into force in 2014 which provides added emphasis on considerations for mobility impaired persons. Council officers will continue to follow this guidance and ensure that diversion routes seriously consider mobility impaired pedestrians and regularly check to ensure that the diversions remain appropriate and safe.	The Council's Network Management team is responsible for ensuring contractors sign roadwork's adequately and in accordance to Chapter 8 of the Traffic Signs Manual. The team will continue to ensure signage is adequate and that mobility impaired pedestrians are always taken into consideration so that signed alternative routes are accessible. Officers will push contractor to adopt the 2014 guidance as soon as practically possible.

C	<p>Traffic signs should be installed so that they do not cause an obstruction to people with visual impairments. This could include being mounted on walls instead of pavements or the use of longer posts to ensure the sign itself is well above head height.</p>	<p>Chapter 1 of the Traffic Signs Manual provides mounting heights for street signs in pedestrian areas. The minimum height for the lower part of a sign is 2100mm with a preferred height of 2300mm.</p>	<p>Council inspectors will continue to seek out and rectify these displacements and also rely on third party information to pinpoint displaced signs. Inspectors will be made aware that this matter remains an issue and will work with members of the public to respond more swiftly to such occurrences.</p>
D	<p>The safety of the crossing between Stanmore Hill, Church Road and The Broadway should be investigated including the options of introducing a pedestrian phase in the traffic lights' sequence or, if this is not possible, providing safety warnings that indicate the traffic lights' sequence is not designed to safeguard pedestrians. The Council should make improvements where necessary.</p>	<p>This is a known issue and proving to be difficult to resolve. Solutions that improve pedestrian facilities have significant detrimental effect on traffic flow.</p>	<p>Officers are looking into this with a view to improving the safety of pedestrians crossing at this location whilst minimising any adverse affect on traffic flow. Any solution will require approval from Transport for London.</p>
E	<p>Future consideration should be given to include tactile paving and bumps across the full length of wide, long, level crossings to ensure these can be used as pathways by Visually Impaired People.</p>	<p>Guidance on the use of tactile paving surfaces, DETR, 1998 is the document used to design tactile paving. It is accepted that some locations do not have adequate tactile paving and this will be addressed though the annual programme of highway improvements across the borough.</p>	<p>Officers have been informed about this recommendation and will seek to ensure 'tramline' tactile paving is provided at all locations where the carriageway is flush with the footway to assist visually impaired pedestrians to identify vehicle routes. Designated crossing points will have 'blister' tactile paving.</p>

F	<p>The Council should encourage transport providers to regularly remind bus drivers of the necessity to provide sufficient time before leaving the bus stop for elderly passengers or passengers with mobility difficulties to find a seat.</p>	<p>This is a frequently reported problem and appears to be an issue on some bus routes more than others. Members of the public should come forward with bus route number, date, time and location of any incidents to allow the council to work with operators to pinpoint inconsiderate drivers.</p>	<p>Officers will ask operators at the Council's bus liaison meeting to remind drivers of their duty of care to passengers and particularly to be aware of elderly or mobility impaired passengers boarding the bus.</p>
G	<p>Bus drivers possess first-hand experience of the accessibility of specific bus stops and should be encouraged to report specific concerns. The Council should cooperate with bus companies to gain access to that information and consider it as part of its annual work programme for road works.</p>	<p>Although bus drivers are generally aware of bus stop conditions it is not always practical or safe to log issues whilst on duty.</p>	<p>Council officers and TfL will continue to carry out inspection meetings along routes to identify non DDA compliant bus stops and add them to the annual programme of improvement works.</p>
H	<p>The Council should press partners to provide sufficient ramps at stations with step-free access to enable passengers to use all platforms.</p>	<p>Consistent staff presence is required to mobilise ramps at stations which is not always the case.</p>	<p>Officers will discuss the matter and lobby TfL for further provision of mobile ramps at stations. Officers will seek to obtain and share the information as appropriate.</p>
I	<p>The Council should consider encouraging travel providers such as Transport for London and rail operators to provide travel information that includes the times staff are available at 22 specific stations, and stations where assistance for train journeys does not need to be booked in advance should be highlighted.</p>	<p>This is essential to give mobility impaired persons the confidence to travel on public transport.</p>	<p>Officers will discuss the matter and lobby TfL for provision of the requested data and distribute as appropriate.</p>

J	<p>The Council should encourage transport providers to include in their staff training full consideration of the travel needs of passengers with disabilities or other special requirements particularly when journeys get disrupted, diverted or terminated. It should be the staff's responsibility to ensure the passengers receive appropriate assistance and advice on alternative accessible options. This specifically applies to trains, underground (tube) and overground.</p>	<p>Transport providers undergo training already on providing assistance to disabled passengers. The level of training is different amongst operators and some do it better than others.</p>	<p>Officers will discuss the matter with transport operators and encourage them to fill gaps in training particularly when journeys get disrupted, diverted or terminated early.</p>
K	<p>The Council should encourage transport providers to make it their staff's responsibility to ensure that passengers with accessibility requirements receive appropriate assistance and advice on alternative accessible options when journeys get disrupted, diverted or terminated. This specifically applies to trains, underground (tube) and overground.</p>	<p>This is already a consideration for TfL but the quality of information is not always good and not always consistent. The matter of good information and advanced information has been raised by the council in the past and it appears that communication is now better.</p>	<p>Officers will discuss the matter with transport operators and encourage them to ensure their staff consider the needs of mobility impaired persons when providing assistance and advice on alternative journeys following disruptions, diversions and early service terminations.</p>
L	<p>That the Council should cooperate with the Royal National Orthopaedic Hospital to lobby TfL about the improvements needed to ensure Stanmore Station is functionally as well as technically step-free.</p>	<p>Stanmore Station is described as a step free station in TfL publications. However, it is regarded by the public as not being adequately step free due to the difficult, lengthy and tiresome route provided for wheelchair users. The Council is also of the view that the provision is unsatisfactory. As the route is not on the public highway, the council cannot directly intervene.</p>	<p>Officers will continue to lobby TfL to introduce better step free access at Stanmore Station and support the RNOH in their lobbying.</p>

M	As part of the Council's continued efforts to secure step-free access at Harrow-on-the-Hill station, consideration should be given to the option of finding private funding.	Harrow-on-the-Hill station is included in the council's Community Infrastructure Levy (CIL) schedule of works to be funded from future development contributions. This will help to bring private funding to contribute towards the provision of step free access to this major interchange.	Officers will continue to lobby TfL for funding and seek to identify funding opportunities from other sources including Harrow Council Capital.
N	The Council should encourage partner organisations to provide hand rails at stations that run uninterrupted from street to platform for the benefits of Visually Impaired People.	There are likely to be genuine reasons for breaks in hand rails and this is not something the council can address directly.	Officers will ask TfL to identify locations and reasons for interrupted handrails and press for refurbishment projects to incorporate continuous hand rails and where refurbishment projects are not planned to replace existing handrails if feasible.
O	Travel information should be both visible and audible where possible – consideration should be given to expanding the information shown on digital displays for passengers with hearing difficulties as well as investigating the option of providing audible announcements at bus stops in the interest of passengers who are visually impaired.	In London, audible travel information is much better than it ever was, particularly when on board vehicles. TfL is investigating solutions to provide audible data at bus stops.	Officers will continue to lobby TfL for high quality and universally accessible audible data which is not reliant on additional passenger owned devices.

P	<p>The Council's inclusion of disabled residents in plans about transport in the borough is significant, but could be improved by changing the terms of reference of Traffic and Road Safety Advisory Panel (TARSAP) to enable a representative from a disability group such as the Harrow Association of Disabled people (HAD) to become an advisory member. This will enable continuous input from a representative on any of the Council's proposals to change infrastructure.</p>	<p>Advisors on TARSAP play a very important and helpful role during the design stage of highway schemes. Although HAD are a key stakeholder in any design consultations, it would be helpful to have a representative from a mobility impaired group to sit on the panel and take part in discussions.</p>	<p>The matter will be discussed with Councillors and if agreed taken forward by offering relevant groups the opportunity to nominate a member to sit on TARSAP as an advisor.</p>
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