

Disability Advisory Group

Notes and Actions from Meeting held on 8 February 2018

Attendees:

MB – Choices and Rights Disability Coalition (Chair)
LS – Headway Hull & East Riding
CS – Disabled Voices East Riding
RS – MS Society
EP – Cares Advisory Group
PM- Northern Rail
SM - Healthwatch
MD – Humber NHS Foundation Trust
ST – Humber NHS Foundation Trust
RS – ERY CCG
LB – Hull and East Yorkshire Hospitals NHS Trust
PY – Humberside Police
SH- ERYC
ET – ERYC Corporate Strategy and Intelligence Team
JU - ERYC Corporate Strategy and Intelligence Team
JB – ERYC Organisation Redesign
PF – ERYC Revenue and Benefits

Apologies:

SA – HERIB
PW- Northern Rail
RI –Northern Rail
AB – Northern Rail
NL – ERY CCG
JR – Hull and East Yorkshire Hospitals NHS Trust
IH – Hull and East Riding Visually Impaired Forum
HM – ERYC Disability Resource Team
JC – ERYC Asset Strategy

Notes of the meeting held on 8 February 2018

Notes	Actions
Minutes from the meeting held on 2 November and Matters Arising.	
<p>The issue of NHS Mental Health representatives not attending previous DAG meetings was mentioned as an ongoing issue. MB confirmed that he had tried to make contact with PJ (Humber NHS Foundation Trust) but hasn't been able to confirm a date.</p>	<p>MB/NB to again invite PJ or, another representative, to a future meeting.</p>
Northern Rail – Discussion Regarding the Future Provision of Rail Travel	
<p>PM (Northern Rail) provided information regarding rail travel. All existing trains are being fully refurbished to an extremely high level. This includes W/C pods which will be larger than existing ones, ensuring that they are accessible for wheelchairs.</p> <p>New electric/diesel trains are currently under construction in Spain and are expected to be ready by the end of 2018 (198 rolled out by 2020). These trains will include Wi-Fi, phone charging sockets and larger WC's with improved accessibility. Less accessible trains will be phased out completely by 2020.</p> <p>£60 million is being injected into the 500 stations in the North of England, concentrating on the smaller stations. Changes will include the addition of platform ticket vending machines, with the aim of eradicating people behind screens. Although this is necessary for safety at some stations during various times, most stations do not require them. The machines will be fully interactive, linking through to a person (based in Sheffield) if further assistance is required. The only exception to the implementation of these vending machines is the Arram station, as it wouldn't be</p>	<p>PM/CS to feedback accessibility issues to PW</p> <p>PM advised that he is happy to attend further meetings to answer any unanswered questions/for the group to advise of any issues encountered.</p>

suitable. The machines will print tickets and will include an induction loop. Shelters are also to be replaced and refurbished, including the Arram station.

Further improvements (beginning later in 2018) to the train services on the northern lines include:

- Beverley will continue to Sheffield and not end at Hull
- An hourly service will be introduced from Beverley to Scarborough
- A service to Hull from Beverley will run every 15 minutes
- A service to Bridlington from Hull/Beverley will run every 30 minutes
- The Hull to Leeds service will stop at Brough and North Ferriby
- Hull to York will become an hourly service

The work is delayed on the Bolton corridor, which Network rail are currently carrying out. This could impact on the length of time taken for 50 trains to be released for refurbishment. However, this is out of the control of Northern Rail.

By December 2019 'Northern Connect' will be introduced (a new service with new trains). The purpose of this is to connect Hull with Doncaster for connections to London & Scotland. These will operate at least from Beverley. The vision for the future is *'a lot more services, to a lot more places and a lot more frequently'*.

Accessibility issues:

CS (Disabled Voices East Riding) expressed concern over the '158' train, as recent use proved that access to the WC was very difficult, even with a reduced size wheelchair. Therefore, a full size wheelchair would be even more difficult, if not impossible, to manoeuvre.

PM to raise this issue as he was under the impression that the new pod had been fitted into this train.

CS also raised other accessibility issues such as; there have been instances where disabled people have been left on trains without being able to get off because there aren't any guards in place on platforms/trains to deploy the ramps. **CS** asked why trains can't be fitted with an automatic ramp like those used in countries like Copenhagen & Holland. **PM** explained that because all platforms are not of a consistent height, it is not possible to fit the trains with automatic deployment.

PM explained that trains will not become 'driver only' and that there would be at least one member of staff on the train in order to assist disabled people when boarding and departing. Also, the staff member would be there to collect money and carry out other services. **CS** asked whether the staff member would be safety trained, as in the case of an emergency, disabled people would need to be reassured that they could be evacuated safely. **PM** explained that the person wouldn't necessarily be safety critical but by law, a second person has to be on the train. **PM** explained that the North is a very long way off driver only trains, although they are used elsewhere in the country. **CS** expressed concern that if in the future a train can legally depart a station with only the driver on board, then there could be a situation where a disabled person is not able to get on or off the train. **PM** explained that the driver would not leave a disabled person stranded on the platform, however, accepted that this needed further clarification.

PM said **PW** (Northern Railway) deals with disabled access to trains and he would be able to discuss any accessibility issues.

PM added that mobility scooters are not allowed on trains

PW to be invited to future meeting at the request of group.

<p>however, there is currently a trial in West Yorkshire to accept scooters onto the trains. There are a lot of things which will need to be considered with this and the findings from the trial will need to be assessed.</p> <p>Nationally, trains where stations do not offer level access (140 in the North) cannot be accessed with a wheelchair/pram. There are solutions to this however, they are costly. The responsibility for this lies with Network Rail, as they receive finances for this. All inaccessible stations will be considered to receive financial assistance in order to improve accessibility. However, there are certain criteria to fulfil in order to receive the funding.</p> <p>PM explained that a dementia friendly route is to be made accessible. It will run on the Bentham Line in Saltburn and others will be introduced too. PM expressed a wish to work with dementia groups to help with the development of this and invited interest from the group. The Department of Transport are providing funding for this.</p> <p>The group thanked PM for his time.</p>	<p>DAG Members to contact PM with any suggestions as to what would help to improve any inaccessible stations and why.</p>
<p>ERYC Revenues & Benefits</p>	
<p>PF attended the meeting to discuss council tax exemptions, how to raise awareness and the best ways to engage with people.</p>	<p>NB to circulate the notes from PF to DAG members.</p>
<p>Blue Badge Application Process</p>	
<p>JB (ERYC) gave a brief update on the new Contact 360 system and how this would improve the current blue badge application process and reduce the time taken for applications.</p>	

<p>JB ran through the internet based form which demonstrated an application for a mandatory badge. Some members expressed concern over the internet based approach, however, JB said that people could still attend customer service centres and sit with an advisor to apply.</p> <p>JB advised that the wording needs further development and she would come to a future meeting to discuss this, advise on progress and run through the application process for discretionary applicants, which is more in depth.</p>	<p>JB to attend/arrange a further meeting to discuss the application process for discretionary applicants</p>
AOB	
<p>MB will confirm the date of future meetings, as set out below, with NB.</p>	

Date of future meetings

- **Thursday 14 June** – Room 2, County Hall 1pm – 4pm
- **Wednesday 5 September** – Room 2, County Hall 1pm – 4pm
- **Thursday 13 December** – Room 2, County Hall 1pm – 4pm

Members are reminded to advise **NB** of any additional specific requirements and early notice is appreciated for specialist requirements.