

Disabled People Talking Together 16/11/10

Proposal	Comment/Impact/Idea
Supported Bus Service	<p>Can the Council find some way of helping the voluntary &amp; statutory services to co-ordinate these transport services and to find solutions to replace the Ring-a-Ride service?</p> <p>Cutting the support for early morning bus services will have a knock-on effect on people using town centre businesses such as cafes that provide special offers on early breakfasts.</p> <p>Everything is linked – so why not link up transport services for disabled people after 9.30am with a pre-9.30 service for older people with an increased charge – is this viable? Older &amp; disabled people need to have morning access as this is the best part of the day for their energy levels.</p> <p>Why not make a charge to cover the cost of the annual bus pass – no one would mind paying a contribution? Even £1 would help to pay towards some of the cost of bus travel.</p> <p>Wheelchair accessible taxis are few and far between and never available when disabled adults need to use them – they are always busy on the school runs. Can the Council help to co-ordinate this area of need for disabled transport users please and help to improve provision?</p> <p>One user needs to go to Teesside University regularly and has noticed that Middlesbrough has a huge number of accessible taxis. DAD already knows about this, so what can be done to improve the situation in Darlington? Would paying an increase in Council Tax help with this?</p>
Supported Bus Service	<p>No clients pay for transport to day care services in the town, yet they get mobility allowance to support their travel. People should pay to enable services to be more sustainable.</p>
Supported Bus Service	<p>Accessible Buses could be used generally, rather than being attached to a service and ‘labelled’ – buses are a good asset.</p> <p>People may be resistant to paying however they will agree they would rather have a service running than none at all.</p>
Supported Bus Service	<p>Why can older people not keep their passes? Older people should have perks in life, otherwise what’s the point?</p>
Supported Bus Service	<p>A change to having to travel after 9:30 or to pay makes people with learning difficulties less independent, as having to pay would add an extra layer of complication.</p>

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Supported Bus Service	Changes make going to the doctors harder: it will restrict the visiting time and potentially limit the number of surgeries that one can visit.
Supported Bus Service	<p>Cutting bus routes will have impact on elderly, disabled and children.            Can't get bus till after 9.30am with bus pass therefore can't get to work.            Effects of eligibility criteria in Adult Social Care may have impact on disabled people using buses. If services reduced and Dial-a-Ride removed and they have less disposable money they can't afford a taxi, then their independence and ability to get about will be affected.            What will the impact be of disabled people who live in rural areas?            Will bus routes to West Park Hospital be affected? This will impact on people visiting or attending the hospital, especially on Sundays or evenings.</p>
Supported Bus Service	<p>Discussion re travel before 9.30am and impact on disabled people attending regular hospital appointments and issues surrounding cuts to Arriva and Scarlet Band services. Needs full assessment of services and numbers re busy areas and areas of limited usage. But not just that, need to look at impact re services to doctors surgeries, hospitals as these are a necessity for disabled people.            Comment re West Park/Faverdale service and commitment to provide a 7-day service when hospital built.            Carried out her own research around Harrogate Hill area; 51% of people use the bus in that area. Those on a low income/pension cannot afford to pay for taxi fares to get out each day. Also, cuts to services will mean journeys are longer or more difficult for disabled people i.e. having to walk uphill to the shops, post office, doctors, etc.            Getting wheelchairs onto buses is a problem; not just pick out priority routes, put something in place on bus routes to be cut or if not near a bus route, something better than Ring-a-Ride because that was not good. Need a transport outlet that can be used by all, not just a select few, but one that also gives freedom to individuals.            Travelling on the bus for many people is a social event; they get to see friends or even just to talk</p>

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	<p>to another human being that day. There is also a big population of people in Darlington who do not have the privilege of getting on a bus.</p> <p>Can the Mayoral car/in house DBC transport could be utilised. Talks are ongoing with Ian Thompson regarding use of DBC facilities. What are the numbers for shoppers on a Sundays? If it is quieter it might be easier for disabled people to shop and should maybe be promoted.</p>
Supported bus Service	<p>The removal of taxi vouchers, the early bus pass concession &amp; Ring a Ride has a long term negative effect for vulnerable older and disabled people. It leads to more isolation &amp; less opportunities to go out when people can't afford to pay for travel. This will be made worse when benefits are cut too, people who can't afford transport will feel trapped inside.</p>
Supported Bus Service	<p>Carers of older &amp; disabled people also feel the negative effect of cuts to transport. This leads to less opportunities for getting free time from caring, accessing other services &amp; will lead to increased stress – making life harder all round.</p> <p>Support needs to be more than basic currently provided – its important to remember that many carers of people with dementia are elderly themselves &amp; need support to carry on.</p>
Supported Bus Service	<p>Resident expressed concern that some of the subsidised bus routes threatened with withdrawal are some of the services needed most and their withdrawal may leave some people cut off.</p> <p>Member of Staff said that no final decisions had been made and various options were being looked, for example would the negative impacts be reduced by withdrawing some evening and Sunday services on certain routes rather than cutting entire services.</p>
Supported Bus Service	<p>Bus subsidies being cut will impact on clients and staff that work in villages especially. If you have to travel further than town then it get very difficult.</p> <p>Could a minibus be better value for money than a large bus?</p>
Supported Bus Service	<p>Concerned that they wouldn't be able to afford taxis if buses did not run. Travelling before 9:30 to go to college was expensive</p>
Supported Bus Service	<p>Resident said that proper project management would help to save money as would more use of penalty clauses eg utility companies who overrun or don't satisfactorily make good road/pavement after work should be penalised. He also said that DBC has not included code 62 in the new civil parking enforcement rules but should have as it would have improved the</p>

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	pedestrian environment and the revenue generated would fund the cost. Resident added that there is a lot of abuse of the blue badge system and that it doesn't seem to be checked.
Supported Bus Service	<p>Cumulative Effect – has a detrimental effect on those elderly or disabled people who go to work, college, day services, and medical appointments before 9.30am. Leads to isolation, loss of independence and causes stress to both service user and carer. There are also problems at 9.30am as there is an increased capacity on buses at this time and people may be unable to get on the first bus and have to wait for the next one. Suggestion that people who don't use their bus passes surrender them, not known if this would create a budget saving. It may eventually lead to services having to be provided in the home which will result in higher cost.</p> <p>Transport felt to be an easy target and false economy as will have largest cumulative impact. This will increase risk factor and vulnerability to service users.</p>

### Older People Talking Together 15.11.10

Supported Bus Services Reduction of subsidised bus services	<p>What is going to happen to the bus services? Does it mean fewer buses on routes, and are complete routes going to disappear?</p> <p>Most passengers who use services are pensioners so the reduction will have a big impact on them.</p> <p>The reduction will have a big impact on non-car users. Pensioners won't be able to afford taxis which will have an impact on social life and increase feeling of loneliness.</p> <p>E.g. Gentleman from Harrowgate Hill – Doctor moved to Cockerton so now he has 2 buses to catch if appointment before 9.30am, or bus has been removed will have to get taxi instead.</p> <p>Reduction may impact on willingness to travel to Doctors or hospital this will have impact on peoples health.</p>
Supported Bus Services Subsidies	Transport is the least of the Council's worries. What is being subsidised travel wise now? How is it decided which subsidies are being removed?
Supported Bus Services Rural	Lack of buses in rural area will be an issue, people will be marooned, therefore it will cost money to get anywhere which is disadvantaging them.

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Supported Bus Services Hospital	The Hospital routes should be very accessible and if these are subsidised they should be kept on as it is important for people to get to appointments etc. It should be a priority.
Supported Bus Services Transport	Some older people wouldn't mind paying for a bus pass if you got more for your money.
Supported Bus Services Bus Travel	The change of use of the bus pass to 9:30am has had an affect on the ability to get early appointments at doctors, hospital etc could it be changed to 9:00am? Shuttle Bus service has it been stopped and if not has it a future? Effect of a reduced bus service especially on the villages? Is there going to be Bus Passes in the future?
Supported Bus Services Cycling	Can the grant money for the cycling scheme be used for any other transport issues?
Supported Bus Services Mobility	Mobility services closing will be a big issue for those that cant get around easily. Senior council officers should travel to work on the bus every day for a month and see how convenient they find it for themselves
Supported Bus Services Transport cuts	Public transport does not directly affect people who claim a mobility element of Disability living Allowance, but services should also be looking at how they can provide transport and looking at other options.

General Public Talking Together 08/11/10 & 16/11/10

Supported Bus Services	Do you know what routes are being reduced
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Supported Bus Services	People go to work at different times cutting evening services will prevent them from getting to and from work and also attending social and leisure events
Supported Bus Services	By cutting bus services will prevent access to Gateway Club at Harrowgate Hill, this will affect disabled people.
Supported Bus Services	Increase supported bus fares. Table reaction was that bus charges are high already. If prices go up people wont go out and this will affect the local economy
Supported Bus Services	People need buses to get to appointments, can't always rely on family to give lifts. The bus gets people with needs out of their home and gives them a lot of self confidence
Supported Bus Services	Are evening services more important than day time? Table reaction was that the frequency during the day could be reduced to extend into the evening. All buses are important
Supported Bus Services	How do we get vulnerable people out of their homes if no bus services?
Supported Bus Services	<p>Sadberge has a strong sense of village community, although most activities are undertaken outside of the village. Those without a car, i.e. the elderly and young people rely heavily on SBS's. There is a minor ailments clinic held in Sadberge but if this were to cease, there would be more of a need for a link to Middleton St George for Felix House Surgery.</p> <p>The main need is for journeys into town, to Morrison's at Morton Park and to Asda at Whinfield.</p> <p>Member of Staff - We need to understand the exact need of the people who rely on SBS's. Time of day, day of week and purpose of journey. Can we support the clinic held at Sadberge in some way so that people don't need the PT for this element of journey purpose.</p>
Supported Bus Services	Getting people on buses will help to go greener, but this won't happen if the council are cutting services

Budget First Round Consultation (excluding events)

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Supported Bus Services	Comments regarding Concessionary Fares. A resident suggested that concessionary pass holders could be charged a flat rate of £1 per journey. He also wanted to know how many concessionary passes are in use in Darlington.
Supported Bus Services	Regarding your Talking Together about the future of Darlington. My husband and I were unable to attend the meetings but I wish to let you know of our concerns about the Scarlet Band bus service which go along Cleveland Terrace to the Town Centre and back via Milbank Road. My husband uses this service everyday - into town and back - and I use it also on a regular basis. I am confined to a wheelchair and my husband has serious health problems which restricts the amount of walking he is able to do. This service is a lifeline to us both. We do not own a car and rely on this bus to get shopping, play bills and anything else we need to do in town. This bus has changed our lives for the better. As a wheelchair user, I can now go into town and meet people and feel part of the community. Before this bus started I was confined to the house for weeks and months on end. Isolated and cut off from people. Not only do we think the service is great but Scarlett Band are a wonderful bus company, with fantastic drivers. My wheelchair is rather large, but the drivers are so helpful and never make me feel as if I am a nuisance, offering assistance readily and always with a smile. We know that you need to make savings, but we would urge you to consider the negative impact it would have on our lives if you cut this bus service. I would also add that the majority of passengers that we see using this bus are elderly, so their lives would be similarly affected too.
Supported Bus Services	Maintain 6A and 6B Services (See petition). The petition contains 231 signatures and is requesting the Council and Arriva to maintain the No. 6A/6B bus service to Mayfair/Laburnam/Glebe Road in Harrowgate Hill.
Supported Bus Services	I have glanced over the Transport Plan, and congratulate you for the hard work you have put into it. Suggestions such as providing better transport links at places such as Bank Top Station are important, as is pointing out that Darlington's public transport does not link up very well with Teesside and Wynyard. I would urge you to bear in mind that the people in the outlying villages such as Middleton St George, though no fault of their own, often get forgotten about with regard to public transport. People in the villages pay far more for their bus fares than those in the Town boundary, which, I think, is very unreasonable. We have always had a problem with Arriva and their accountability, and when buses do not turn up, especially in the winter, we are stuck with no other service passing by. Likewise, although Northern Rail is very good, with pleasant and helpful staff and reasonable fares, I still cannot understand why every train does not stop at Dinsdale. I brought this up 5 years ago when I first came to live here, and it still hasn't changed. This has a

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	<p>knock on effect for me, as I don't drive, and when I need to travel to Teesside for work appointments I can only travel at certain times, thereby wasting time. The bus and train times do not complement each other. If, for example, the bus from Middleton St George to Darlington does not come in the morning, I would like the option of going to the station to catch the train. However, as these services come at around the same time, I would have missed both. Another issue is wheelchair friendly buses. I have witnessed on several occasions people in wheelchairs having to wait up to an hour or more for a wheelchair access service 12 bus from town. I should be grateful if there is some way you could incorporate into the Transport Plan a way of dealing with Arriva which serves the public better. I know it has been taken over by DeutscheBahn, but have yet to see any improvements on the customer service front. We need Arriva staff on hand whom we can go to for advice and help. Up to now their customer service in Darlington has been nil. The customer helpline is to somewhere where they have no idea about local bus services.</p>
Supported Bus Services	<p>It would appear that removal of the DBC subsidised bus services will result in the loss of all Sunday and evening services to Hurworth &amp; Neasham. This will mean that the young and elderly in particular will find it impossible to access town centre facilities at those times unless they can afford to use taxis. I find it unfair that these more vulnerable members of our communities should be impacted upon in such a way and would hope that some level of service can be retained to these areas for evenings and Sundays.</p>
Supported Buses	<p>It would ruin this family's life and they would have to move if there wasn't a bus service in Great Stainton. They rely on the service 17 to get to Darlington Town Centre, and for her son and daughter to get to college. It is the only bus service they have, and is highly valuable.</p>
Supported Bus Services	<p>Subject: Budget Consultation. Supported Bus Services.          Thanks for the opportunity to meet and discuss the needs of our parishioners at Thursday's meeting, I found it most useful and hope that the outcomes will be positive both for the Council and the users of the rural buses. As requested I append below the two most significant points that were raised by Neasham Parish which we trust will be given favourable consideration by your committee: (a) If the eventual option for Neasham's needs is to be a Taxi Bus, then can we be assured that the vehicles will be capable of access to users of wheelchairs? (b) Can due consideration be given to getting Ariva to agree to a diversion of their 12 service so that its run can continue on to Neasham as part of its normal route? We are also acutely aware that the current practice of routes 12 and 20 covering the Hurworth area within minutes of each other is not cost effective and can only work against any needs analysis that may or not be made with regard to numbers needing to use either route. Our proposal in (b) above would obviate this problem and ensure the</p>



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	<p>continued viability of the service which is vital to the needs of certain Neasham residents.</p>
<p>Supported Bus Services</p>	<p>Service 20: Firstly, I am relieved that Neasham is to retain a service. However I feel that the proposed diversion via Neasham Road omitting Hurworth is a retrograde step which will ensure the future demise of the service. To achieve any level of success, the patronage of Hurworth is essential to its future. In addition you may care to consider the following points:passengers from Neasham require a service to Hurworth in order to avail themselves of Post Office, shop and doctor; from Hurworth the service to Matalan and Netto on Neasham Road offering a quick return visit; to soccer matches at the arena; reliable service to railway station on the right side of the road; provision of service for those on Westfields, Friars Pardon and Roundhill Road which is no further to an alternative bus than for residents of Geneva Crescent; through service to the hospital/Sixth Form College. Newbus Grange caravan site would lose its service. Again there is patronage to and from Darlington which would be lost completely and cars used instead.It is reassuring to see the demise of the "green" and "CO2" debates - clearly they have a very low priority. 12 Sunday and Evening services: It is good to see the retention of a Sunday service though reduced. However it is disastrous to see the demise of the evening service which is now achieved after some years of trying due to the operation of the services by FOUR different providers, each with a different timetable &amp; quality of service.</p> <p>There has been a lack of timetable, or difficulty in finding one. Currently THREE different timetables are required to use the Hurworth services. The recent change to Scarlet Band - a very capable operator - resulted in the cessation of the 19.00 service from Darlington, and the non availability of Arriva day, week and monthly tickets has resulted in reduced patronage. Arriva's timetable gives no indication of any service after their service ends around 19.00, nor does the Scarlet Band service 20, and yet the service continues to operate at the same frequency until 23.00, if would be patrons can find it! I have no problem with service reductions in the current economic climate. I can cope with 25% or even 50% but 100% is a little drastic. Could you investigate the possibility of an HOURLY evening service from Hurworth - Middleton one Row ONLY? This could be operated with ONE vehicle with consequent savings to the Council. I commented at a previous meeting that something new was needed as an alternative to a timetabled bus. How could a demand led service cover these routes on an evening? Neasham/Hurworth/Middleton/Sadberge. It might be advantageous to discuss this with users of the service - or those who would use it if available. How would passengers register/book the service? Would passes be valid? I hope this missive will achieve some</p>

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	consideration and success.
Supported bus service	Can I take it that the Number 1 will continue as present and the number 16 will be withdrawn completely? Is there any service to be provided to the disabled, the infirm & the elderly who may need to access hospitals or shopping etc?
Supported Bus Services	Received proposal for how to save money re contracts with Scarlet Band operate on our behalf.
Supported Bus Services	<p>As we discussed after the DAPC meeting on 18-Nov-2010, I've been doing some thinking about how we can capture what Sadberge residents need from a bus service. I've also talked to some of the Sadberge residents who rely on the bus service.</p> <p>Here are some preliminary thoughts; we need to consider three groups of people:</p> <p>(a) People who rely on the bus service now. Most of these are elderly residents who do not have their own cars.</p> <p>(b) People who do not rely on the bus service at present, but who are likely to do so in the future. These are generally people who currently have their own cars but who foresee a time when they will no longer be able to drive.</p> <p>(c) People who have their own cars but who use the bus service on a 'voluntary' basis. Strictly speaking, these people don't need the bus service, but if they've been using the service on a regular basis then I feel that they've earned a say in its future.</p> <p>Sadberge residents need / want to use the bus service to get to four main destinations:-</p> <p>(a) Darlington Town Centre. Work, college, general shopping (including banks, post office, etc.), library, access to transport links to go further afield, and --- importantly --- simply getting out and about.</p> <p>(b) Middleton St. George. Primarily to get to the Felix House Surgery, but also to get to the post office.</p> <p>(c) Whinfield. Whinfield Primary School, Whinfield Surgery, Asda.</p> <p>(d) Morton Park. Morrison's.</p> <p>Some journeys need to be made at particular times (e.g. to work, college and school), but there is quite a lot of flexibility in the timings of other journeys (e.g. shopping and getting out and about). For example, one person said that she'd like to be able get into Darlington Town Centre for about 2 – 3 hours about once a</p>

	<p>week, any day except Wednesday, and preferably during a morning rather than an afternoon.</p> <p>I believe that it should be possible to design a taxi-bus service to meet most of the 'core' needs of Sadberge residents. This might involve such things as:-</p> <ul style="list-style-type: none"> <li>&gt;&gt; Having specific 'work / college / school' trips at the start and end of each weekday.</li> <li>&gt;&gt; Varying the route into Darlington so that the bus would make some trips via Whinfield and other trips via Morton Park.</li> <li>&gt;&gt; Providing a shuttle service between Sadberge and the Felix House Surgery in Middleton St. George during a 'Sadberge session' that would replace the minor ailments clinic in Sadberge Village Hall. (As you're aware, the minor ailments clinic is being discontinued at the end of 2010.)</li> </ul> <p>On a related subject, one resident said that she has to use the Ring a Ride service rather than the bus because the bus can't take her mobility scooter. What are the plans for the Ring a Ride service? Should we deal with the bus service and the Ring a Ride service together or separately?</p> <p>Either way, I suggest that the next step should be to collect more detailed information about Sadberge residents' requirements. I've attached an initial draft of a questionnaire that we could use to obtain this data from the approximately 40 – 60 people who are in the three categories (a) – (c) that I described above. Provided that Sadberge Parish Council agrees, I'd be able to start distributing the questionnaires during the week commencing 13-Dec-2010 (after I get back from holiday). Given the distraction of Christmas, however, I don't think that we'd be in a position to collate the results until mid-January.</p>
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Twitter, Facebook, Online Forum Round 1

<p>Supported Bus Services</p>	<p>As a pensioner I would not mind paying say 50p for all journeys on the local buses. This action would also help concessionary bus pass users who need to travel before 9.30am.</p> <p>On a recent visit to Nottingham I had to pay full fare to use the local tram service whilst local pensioners travelled free. Surely the concessionary fare system was set up so pensioners could travel in their own districts free. It seems silly that you can afford to go on holiday to say Bournemouth but travel on their buses free. A nice perk but in the present economic climate unaffordable.</p>
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