

## London Age-friendly Forum, Transport group: Five asks for London Boroughs January 2021

### We call on Boroughs to:

#### **1. Streetscapes: Significantly improve consultation, engagement and communications with older residents well in advance of changes to roads and pavements.**

Take specific measurable steps to ensure as many older people as possible (representative of the local older population) are meaningfully consulted about changes to streets and roads designed to promote active travel and discourage shorter car journeys. Consultation should be undertaken well before changes are implemented and should use accessible communication to ensure consultation is inclusive (materials should be jargon free, available in accessible hard-copy formats and never exclude residents without internet access or IT equipment).

We recommend that Officers and others undertaking Equality Impact Assessments seek expert advice from older people's organisations and disabled people's organisations. Once implemented monitoring and evaluation must meaningfully include the experiences of older residents and audits should take place to ensure changes are compliant with accessibility standards and have not led to unlawful discrimination against older people as required under Section 149 of the Equality Act, known as the Public Sector Equality Duty (PSED).

Consultation, engagement and monitoring should consider key issues identified by older people's organisations and disabled person's organisations including longer car journeys for those for whom active travel is not an option (including older people reliant on taxis). Other concerns include concern that changes are resulting in additional barriers for disabled older people such as poorly placed bollards and signage. Pop-up cycle lanes can reduce places where older passengers can be dropped off (requiring longer walking distances for those for whom walking is difficult).

#### **2. Bus stops: Take specific measurable steps to ensure changes to bus stop locations does not impact pedestrian safety**

In partnership with Transport for London, bus operators and others, ensure any changes to the location of bus stops, particularly in cases where these have been made to accommodate new 'pop-up' cycle lanes, are only implemented after meaningful consultation with local older pedestrians. Changes can mean greater distances between stops requiring longer journeys, which can be difficult for those with mobility impairments and passengers alighting buses away from the kerb or in areas that bring alighting passengers into closer proximity to cyclists and other traffic.

**3. Pavement obstructions: Strengthen enforcement against those responsible for pavement obstructions**

Create a practical action plan, grounded in better public awareness (and designed together with residents, local Safer Neighbourhood teams, traders and businesses) to reduce obstructions and dangers to pedestrians.

Obstructions such as overhanging branches, refuse sacks left on pavements long before collections, advertising signage and obstructive tables and chairs from cafes and restaurants, can make pavements inaccessible and at worst dangerous. Trip hazards such as hire-scheme bicycles left in the middle of pavements can pose a particular risk to some older pedestrians more at risk from the impact of falling.

**4. Riding on pavements: Strengthen enforcement against illegal cycling and the use of e-scooters on pavements**

Cycling on pavements is a source of anxiety to many older pedestrians. At worst, the fear of being knocked to ground by a speeding cyclist can contribute to anxiety about leaving home for even small journeys. In 2018 pedestrians made up one third of older road-user casualties over the age of 60.

A significant minority of Boroughs will soon take part in a trial of an e-scooter hire scheme. E-scooter use on pavements is illegal as is the use of private e-scooter use in public but is still a common occurrence. Council staff including enforcement officers as well as local Police Officers must be supported to proactively discourage e-scooter riding on pavements.

**5. Assisted transport services: Support for Taxicard, community transport services and Dial-A-Ride**

Work with London Councils, Transport for London, charities and other providers of community transport to raise awareness among local older people of London Taxicard, Dial-A-Ride and community transport services to ensure all those eligible can access these services. Work with these partners to ensure positive changes are communicated to those that might benefit from these services and support older people to have their say on improvements to services.