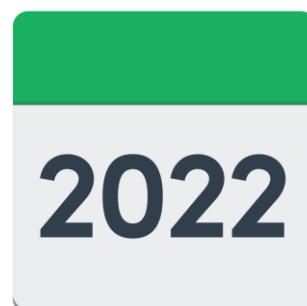


HAVE YOUR SAY!



Welcome



Hello and welcome



Meeting Rules



Katie Kennedy from the Digital Connections project joined us to help with Zoom.



Today's meeting topic was accessible shopping which also includes transport for getting to and from the shops.



Taxis

Sometimes taxi's are the only option for example if you have a visual impairment or heavy shopping bags etc



It can sometimes be hard to get an accessible taxi.



A HYS member who is a wheelchair user had to use a taxi that was not accessible and had felt unsafe as a result.



Mobility Cars

Some people have a mobility car which makes travel a lot easier.



Petrol prices have gone up meaning using taxis and mobility cars is more expensive.

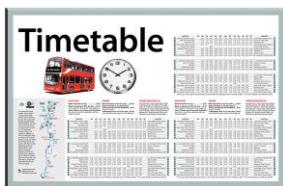


For some this can mean looking at doing shopping online or going out less trips to the shops. This can affect wellbeing.



Buses

A lot of people use buses. This often works well but there will still be some issues. Examples include



Tram works and road works mean that a lot of routes and bus stops have changed.



Sometimes

- services have been reduced
- buses never arrive
- buses are already full so do not stop



The wheelchair access can be different depending on the type of bus you get. Some designs are better than others. For example



Some are very narrow and it can be hard to get in and out of the wheelchair space.

This can be a health and safety risk for staff moving the chair as well as the wheelchair user.

Transport



Sometimes there can be a pushchair in the wheelchair space and not all drivers ask for the them to make room by putting the pushchair down.



For some HYS members this has meant waiting on another bus in the cold. This is very hard when the bus service you use has a limited service.



HYS would like to know what are the rules about pushchairs using a wheelchair space on a bus.



Knowing your rights can help everyone to get the correct service. Information like this should always be clearly displayed on buses.



A HYS member said sometimes bus drivers are not always treated well by passengers. This may make them feel unsure about speaking up about issues on board.



Sometime the wheelchair ramp does not work on the bus or the driver does not use it properly.



For example making sure that once the ramp is out there is enough room to move away from the bus. When this doesn't happen this means health and safety is put at risk.



Wheelchairs would feel more secure on buses if they had the same clips as mobility cars and accessible taxis.

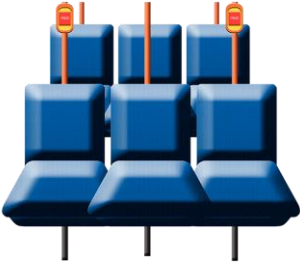


A HYS member said you can raise a complaint with the bus company.



Making a complaint can be made easier if you take a note of where and when the event happened, route number, note or photo of the bus registration. This can then be included in your letter of complaint.

Transport



Sometimes if you have a hidden disability people do not offer a seat to you on the bus. This can make travelling on the bus at busy times harder.



A HYS member said there is a shortage of bus drivers at the moment which is making it harder to run a good service.



A HYS member suggested we could ask the bus company to come and talk to HYS.



A HYS member said People First have done a lot of work about buses and it would be good to contact them.



Support staff are essential if you have a visual impairment. Examples include looking at prices, paying, sizes etc .



Sometimes you can feel pressure from other customers as you may need more time.



Katie can share some apps that can be used on your phone to make things easier. For example reading text aloud.



People feel that there are less staff in store to help. This could be due to rising costs and shortages of staff.

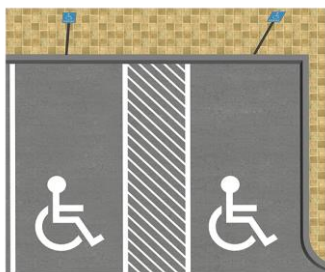


Trolley's that attach to wheel chairs can be hard to find, don't work well and can be too small for a full shop.

Shops



Other customers don't always move for you and aisles can be cluttered with cages that are used to put stock out.



Wheelchair parking spaces are good in terms of the width of the space but not the length for those who have a ramp to get a wheelchair on and off.



Experiences include another car almost running over the ramp. Ramps could do with lights or bright colours to warn other drivers.



Online shopping can be hard and often support can be needed



When shopping arrives you can get substitutes items or items that have a very short use by date. This can be frustrating.



A lot of people prefer to go and see what they are buying.



Getting prescription online has not worked well and meant some have gone back to how they used to order for example, by phone.



Gayle will contact People First to find out what work they have done on transport. Gayle will also ask if Include for Good will be doing any work on this.

We can then decide what we want to do next.

Gayle will contact Lothian buses to find out what the rules are on using the wheelchair space.



Thank you for coming to the meeting today.