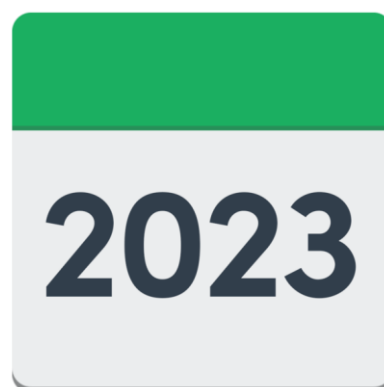


HYS Meeting Minutes



What we talked about on



Welcome



Hello and welcome



Meeting rules



Olivia Sklenar, Accessibility & Inclusion Officer at Lothian buses joined us to find out how people felt about the service.



This fits in with SCLD's Learning Disability Week theme of **Lead to change**.



More about what Olivia does



Olivia's job includes things like

- Listening to how people who need extra support feel about using Lothian buses for example what is going well, what could be better and changes people would like to see.



- Passing on how customers feel to managers at Lothian buses . This way work can be done to make the service the best it can be.



- Looking at accessibility on the buses and on the Lothian buses website and app.



- Training staff on all types of customer needs.





Training at Lothian Buses



HYS asked how do Lothian Buses train staff to help people who need extra support?



Olivia said:

Bus drivers get 1 full days training per year. 1/3 of the day is about disability awareness.

RNIB

See differently

Organisations like RNIB and Whizz Kids have worked in partnership with Lothian buses on training. Customer stories are also used.



The main message of the training is that staff should

- keep customers safe
- be kind to everyone as you never know what someone is going through.



Making a complaint

Olivia said if you are unhappy when using the bus it is a good idea to take a note of the:



Time



Date



Bus stop you used



Bus service number



The direction you were going in



This makes it easier for Lothian buses to look into any complaints.



Lothian buses can use bus CCTV cameras' when looking into a complaints for example:

To check if the bus driver has asked for a buggy to move out of the wheelchair space or not.



Making a complaint



HYS said making a complaint is not always easy as you have to put it in writing. This can be hard if you do not read or write.

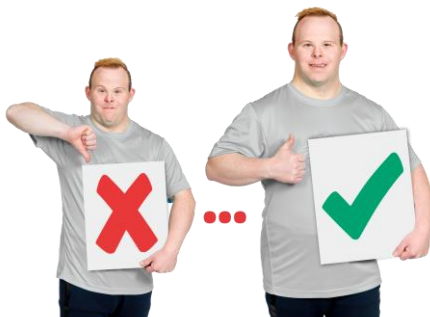
Olivia said: We do have a large amount of complaints to get through so have to use ways that help us to look into them quickly for example, using email.

If needed I can support someone to make a complaint.



HYS said: Bus drivers can

- be less helpful at change over time
- use staying on time, as an excuse not to help.
- don't wait for you to sit down when asked



Olivia: this is not ok and should not happen. I will tell managers at Lothian buses that this can be a problem and needs looked into.



Letting others know you need support



Olivia said:

There are things you can use to tell the driver you need support. Things like:

- Sunflower Lanyard
- Thistle Assistance Card or app



HYS said that some people are not very nice to you when they see you are wearing a sunflower lanyard.

Olivia said: this is something we have heard about and have written to tell the organisers of the sunflower lanyard that this is sometimes a problem.



You can keep the lanyard in your pocket and only show it to the driver.

Thistle Assistance Card can be used discretely as it is a card you can keep in your wallet or as an app on your phone.



Sunflower lanyards are available from our Shandwick Place and Waverly Bridge Travel Hubs or further information can be found online.



Traveling safely on Lothian buses.



HYS asked: What happens if there are people on the bus who are causing trouble or being unkind to other passengers.



Olivia said: It is important to tell the driver. They can then stop the bus and ask for this to stop or call for help from the bus depot, police, ambulance etc.



If the driver feels it would be unsafe to get involved they can stay in the cab and call for help from there.



If you are speaking up about something that happened on the bus in the past this needs to be reported to the police. Lothian buses will then work with the police if needed.



Feeling confident on the bus



Some people can feel anxious using the bus. Olivia can offer support in different ways. Things like:



Going on a bus journey with someone and helping them to

- practice using the bus
- work through things that worry them on the bus



Organising a try a bus event for example at a school.



HYS said this could be good for the AGM.



Wheelchair spaces on the bus



HYS said wheelchair spaces could be safer for example using safety clips like a mobility car.

Olivia said: We have to follow the rules laid out by PSVA. This is the law and means we can not make any changes ourselves.



HYS said some people do not move out of the wheelchair space when needed.

Olivia said: the bus driver should ask them to move if they should not be using the space and it is needed for a wheelchair user.

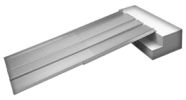


If the passenger says no, the bus driver can not force them to move. This is the law.

HYS said: it would be good to have a app or a tracker that lets you know if the wheelchair space was free on the bus.



Olivia said: unfortunately this is not something we can do at the moment as it would be very hard to do well.



Using the bus ramp



HYS said sometimes the ramp doesn't work this can be frustrating.



Olivia said: all buses are checked before they leave the bus depot and should not leave if the ramp is broken.

Checks are made again when a bus returns to the depot. The driver can also report problems when out driving so help can be arranged.



A HYS member asked what are our rights about lowering the bus. Sometimes they do not lower it enough and lifting the walker is not an option.



Olivia: The driver should lower the bus to its lowest level when needed. You can also ask to use the ramp if this is easier.



Walking Frames



HYS said: Sometimes you can be asked to fold down your walking frame but this is not always possible to do.



Olivia said: The driver can ask you to do this but if there is a reason you can't, you can say this is not possible.

The driver can not make you fold the walker, only ask you to.



HYS said it would be good if Lothian buses had a video or easy read telling people about their rights on the bus.



Olivia said she will feedback this idea back to managers at Lothian buses.



Bus stops



HYS said bus stops are not always easy to use for example:

- Not enough room to move a wheelchair when getting on and off
- Bus ramps don't always line up well
- Buses catching wing mirrors on the shelters



Olivia said

Lothian buses only have control over the bus and the driver



Crashes at bus stops should not happen and are looked into if they do. This helps us to look at ways of stopping it from happening again.

The council

- own the bus stops and information signs
- look after the roads
- decide bus routes





Bus passes

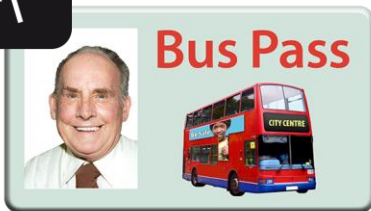


For example we would like to see bus trackers being lower and easier to see.

The council do not want to change this as it helps keep them safe from vandalism.

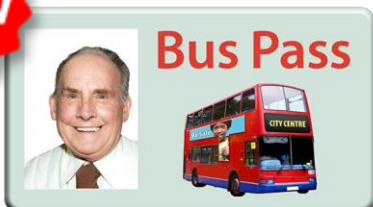


City of Edinburgh are starting at an improvement scheme for bus stops in Edinburgh but this will take time.



HYS said bus passes could be better for those with a visual impairment, dyslexia etc things like better colour contrast.

NEW



Making passes easier to renew would also be good.



Bus passes



Olivia said:

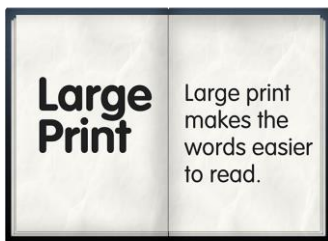
We don't make the bus passes so can not make changes ourselves.



Transport Scotland look after bus passes. We have given feedback like this to them, but they have not made any changes yet. We will feed this back to them again.



HYS would like to write to Transport Scotland to raise these views also.



Olivia said:

Bus time tables can be printed off in larger print at Lothian buses transport hubs and can also be sent out if needed.



We are continuing work to make sure all buses have audio and text messages on board. This will make it easier to know when your stop is coming up.





Tram works in Edinburgh



HYS said tram works are making the bus service worse and makes life harder. Things like

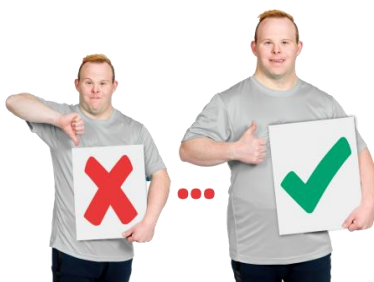
- Changes to routes
- Buses running late
- Routes cancelled
- Leith walk is confusing



Olivia said: We have no control over trams and we are not linked to them in anyway.



Tram works are not always easy for Lothian buses. We have given feedback to local councillors on things like Leith Walk but plans went ahead anyway.



When there are things we can't change we need to work on the things we can change so people get the best service. Things like changing bus routes so buses run on time.

We know this is not always easy for our customers.



HYS said : Bus trackers do not always work well, this is confusing.

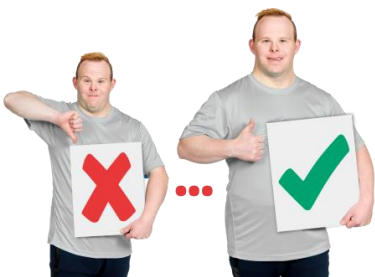


Olivia said: At the moment our bus tracker system is very simple so can only do so much. There are times when it could work in a better way.

This is something we are working on but it will take time.



HYS said getting information and using the Lothian buses app or website are not always easy to do



Olivia said we have done a lot of work to make information accessible and will continue to do so.

We also offer support to customers if needed.



Other business



HYS said: they enjoyed the meeting and it was great to have Olivia join the group.



Gayle shared details about

- LAC Learning Disability Week event
- TAG inclusion meeting
- Evaluation support if needed
- Details of the next HYS meeting



Thank you for coming to today's meeting.