

GREATER MANCHESTER TRANSPORT COMMITTEE

Date: 21 February 2020

Subject: Age Friendly Transport Update

Report of: Kate Brown, Director of Corporate Affairs, TfGM

PURPOSE OF REPORT

To update members on transport initiatives to support the GM Ageing Strategy, in response to the opportunities and challenges presented by Greater Manchester's ageing population.

RECOMMENDATIONS:

The GMTC is requested to:

1. Note the content of the report and comment as appropriate; and
2. To discuss and identify future priorities to inform the GM Ageing Strategy review.

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Equalities Implications: N/A

Climate Change Impact Assessment and Mitigation Measures N/A

Risk Management: N/A

Legal Considerations: N/A

Financial Consequences – Revenue: N/A

Financial Consequences – Capital: N/A

Number of attachments to the report: N/A

BACKGROUND PAPERS:

TRACKING/PROCESS		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
EXEMPTION FROM CALL IN		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		N/A
GM Transport Committee	Overview & Scrutiny Committee	
21/02/2020	N/A	

1 INTRODUCTION

- 1.1 Delivering 'age-friendly transport' is an important part of the GM Ageing Strategy which aims to make Greater Manchester a great place to grow old.
- 1.2 Members will recall the Age-Friendly Transport Update report received by the former Transport for Greater Manchester Committee in March 2019. The report set out seven areas of focus to address some of the transport and travel barriers faced by older people. The themes identified were:
- i. Involving Older People;
 - ii. Accessibility;
 - iii. Working with the Health Sector;
 - iv. Age-Friendly Customer Service;
 - v. Community Transport;
 - vi. Safer Driving; and
 - vii. Age Friendly Neighbourhoods.
- 1.3 The themes were developed by TfGM working with the GM Ageing Hub, the GM Older Person's Network and the GM Health and Social Care Partnership. The themes were informed by an Age Friendly Transport Study (reported to the TfGM Committee in September 2018) jointly commissioned by TfGM and the GM Ageing Hub which drew on academic research and a series of workshops with older GM residents.
- 1.4 This report provides an update on some of the key activity in this area.

2 COMMUNITY TRANSPORT

- 2.1 Community Transport (CT) plays an important role in reducing social isolation and providing access to vital health services for older people, particularly those who have difficulty accessing the mainstream transport network.
- 2.2 Procurement of new replacement vehicles for the Ring and Ride service is due to commence shortly to improve reliability. A review of the service is also ongoing to improve efficiency and explore opportunities for greater integration with TfGM operations.
- 2.3 Age friendly work in this area has, however, most recently focused on improving TfGM's understanding of the wider community transport provision across Greater Manchester.

- 2.4 TfGM has surveyed CT organisations to understand what operators currently provide, how they are funded, how they operate, and the challenges they face. TfGM also attended the Community Transport Association's conference in Manchester to forge links there and better understand the sector.
- 2.5 Responses to the survey have now been received from:
- Driven CIO (Wigan);
 - Bolton Community Transport and Furniture Services (Bolton and the surrounding area);
 - Easy Go Community Transport (Stockport);
 - HMR Circle Volunteer Drivers Scheme (Rochdale Borough);
 - Stockport Car Scheme (Stockport);
 - Miles of Smiles (Tameside); and
 - Glossop CT (Glossop, including cross-border trips in Greater Manchester).
- 2.6 The number of trips provided by respondents varied from 7,500 trips per year to over 40,000 trips per year. Most organisations provide trips for health, social and shopping trips with some CT operators having additional SEN, NHS and Adult Social Care contracts. In addition, many CT operators provide other services such as befriending, organising social events and personal shopping services.
- 2.7 The services rely largely on volunteer drivers, with only one service relying wholly on paid drivers. Driver recruitment and retention is an issue for some, with this cited as a barrier to growth. Many volunteer drivers start volunteering after retirement, or as a path to paid employment so the benefits of these services goes beyond just those for service users.
- 2.8 For many, funding is a key barrier which prevents them providing a larger service. CT organisations are in a good place to deliver not just transport, but a variety of added social benefits both for service users and the volunteer drivers. Some are able to produce impressive outcomes for little financial input. In one example, the organisation receives just over £70,000 in funding which means they are providing vital trips at under £2 per trip. By way of contrast, the current cost per passenger on the Ring and Ride service is around the £10 per trip.
- 2.9 Now that a clearer picture of the current provision is emerging, analysis is underway to identify successful models that could be expanded or franchised to other areas, and to identify good practice that can be shared. More detailed conversations have

already taken place with some of the larger providers and TfGM has asked them to develop proposals on how they might expand if more funding were available. This will allow available funding sources to be identified and TfGM to broker discussions with councils that have already expressed an interest in improving provision in their area.

- 2.10 Alongside this a toolkit is being developed to support community and charitable organisations to set up community transport operations. TfGM has also set up a new Community Transport Forum to facilitate closer working with and within the sector, with the first meeting due to take place on 5 March.
- 2.11 Finally, the recent report¹ published by the Greater Manchester Cooperative Commission recommended that, “Greater Manchester should carry out a place-based pilot programme for the development of community-owned ‘total transport’ business models / community transport to link up with shared modes and mainstream network as part of the ongoing work around bus reform.” TfGM will work with the Commission to discuss how this can be taken forward.

3 ACCESSIBILITY

Access for All Fund

- 3.1 TfGM secured Access for All funding to provide ‘step-free’ access for Daisy Hill and Irlam Stations last year. The outline design for these stations has now been approved by DfT and a procurement process will start shortly to develop the final station designs.
- 3.2 The Government has recently indicated that the forthcoming rail industry Williams Review White Paper will contain plans to improve accessibility. TfGM will continue to monitor for further announcements.

TfGM Disability Design Reference Group

- 3.3 TfGM’s award-winning Disability Design Reference Group (DDRG) continues to provide an invaluable resource for ensuring regular, effective consultation with people with disabilities and has enhanced the accessibility of TfGM’s infrastructure promoting equality and fairness.
- 3.4 The group is currently involved in the final stages of delivery of the Trafford Park Line with site visits planned to all stops in early March 2020. The group also works closely with other organisations in the GM family and has recently commented on

¹ <https://www.greatermanchester-ca.gov.uk/news/call-for-support-to-further-success-of-co-operatives-in-greater-manchester/>

schemes for Manchester City Council and Salford City Council. Other recent projects include input into the development of autonomous vehicles for social value; the Bee Network; Ashton Interchange; Bus Reform consultation; Contactless Travel; and the Clean Air Conversation.

4 AGE FRIENDLY NEIGHBOURHOODS

City Centre Pedestrian Improvements Trial

- 4.1 Pedestrian crossing timings, both in terms of the time spent waiting at crossings and insufficient time to cross the road safely, have been identified as an issue for older people and an important factor in creating age-friendly neighbourhoods.
- 4.2 This trial aims to improve the overall pedestrian experience in Manchester city centre through adjusting signal timings to better accommodate pedestrian movements. The trial is still ongoing, however so far, 48 sets of signal installations have been reviewed and the timings adjusted with the aim to improve pedestrian journeys without a significant negative impact on the flow of traffic.
- 4.3 Three different techniques have been used across the city:
 - i. Cycle shortening - Reducing the time a junction takes to complete a signal cycle, and therefore reducing the time that pedestrians have to wait at the side of the road;
 - ii. Double greening - This allows the pedestrian 'all-red stage' to appear twice as often, in one cycle, as it previously would have. This provides pedestrians with a second opportunity to cross the road, reducing wait time; and
 - iii. Extended green man time - Increasing the green man time to achieve a better balance between pedestrian and vehicles flows. The result means that there is more time available to cross the road for pedestrians.
- 4.4 The trial is due to end shortly, with only a few junctions and crossings left to review to assess the benefits for pedestrians and any subsequent disbenefits for other road users. Initial findings are positive and it is likely that the new signal timings will remain in place unless findings suggest otherwise or significant objections are received.
- 4.5 Findings from this trial will be used to inform similar timing reviews in other areas of Greater Manchester with high pedestrian flows, subject to the identification of funding.

Streets for All

- 4.6 Street for All is a new people-centred approach to the decisions made about how streets are designed and managed. It will deliver benefits for older people.
- 4.7 Details of the approach were shared at the January GMTC meeting and the full Streets for All Strategy document will be published in summer. In brief, some of the main elements of Streets for All - which may be particularly relevant to making travel easier for older people – are commitments to creating streets where:
- All people feel welcome, relaxed and safe;
 - There are regular opportunities to stop and rest, and clean environments where there are things to see and do;
 - Accessible set down and pick-up points are available at key locations; and
 - Plenty of shade and shelter are provided, to ensure that all people can use the streets whatever the weather.

5 AGE-FRIENDLY CUSTOMER SERVICE

Staff Training

- 5.1 TfGM continues to deliver dementia awareness training to staff, primarily those in customer facing roles helping staff to recognise and support customers with dementia. 26 member of staff members recently underwent training and another 65 are due to attend sessions covering dementia awareness along with equality, diversity and inclusion shortly.

Transport ‘Thank You’ cards

- 5.2 TfGM is currently supporting the GM Older Person’s Network Transport Group to design ‘Thank You’ cards for older people to hand out whilst using public transport.

a warm note to say

**THANK
YOU**

**for being an age-friendly
driver!**

- 5.3 The aim is to recognise, reward and promote 'age-friendly customer service'. Older people will be encouraged to add a message such as 'Thank you for treating me with respect', or 'Thank you for being patient.'

6 SAFER DRIVING

- 6.1 Safer Driving for Longer (SDfL) courses are available, free of charge, to support experienced older drivers to reflect on their own driving, increase confidence in their ability and also to consider efficient alternatives to driving. This initiative is funded by Safer Roads GM
- 6.2 63 clients have now taken the course, with further sessions planned in March. The course is currently being further promoted through GP surgeries and opticians as well as an advertisement on Smooth Radio.
- 6.3 A Safer Driver Seminar is also planned for 21 April, which will have presentations and stalls providing advice and support for older drivers, and to encourage attendees to consider alternatives to driving. The aim is for 80-100 people to attend.
- 6.4 The seminar will cover similar aspects to the classroom element of the SDfL course with attendees able to book onto the on-road element, this could then be delivered on a one-to-one basis from the client's own home (or convenient meeting place) and in their own vehicle. If the seminar is successful, then this approach may be adopted more regularly.

7 OTHER ACTIVITY

Women's Concessionary Travel Pass

- 7.1 The Women's Concessionary Travel Scheme pass (WCTS) was launched in April 2018 by TfGM, following the Mayor's commitment to help women most affected by the changes to the state pension age.
- 7.2 The Mayor has now proposed extending the WCTS pass further – subject to approval by the GMCA. This would allow women in Greater Manchester, born between 6 November 1954 and 5 April 1955 - those who have seen an increase of 12 – 18 months to their state pension age - to apply for a pass.
- 7.3 This would mean a further 5,750 additional women would be eligible for the pass.

Local Concessionary Travel Change

- 7.4 TfGM introduced changes to the pension-age concessionary pass and Women's Concessionary Travel pass from Saturday 1 February. Concessionary pass holders now need to add tram and train services to their travel pass, costing £10 – that will provide unlimited off-peak tram and train travel across Greater Manchester for 12 months.
- 7.5 The change does not affect bus travel. In addition, anyone with a disability who has a concessionary travel pass from TfGM will not be affected by the change.
- 7.6 The number of people eligible for a pension-age concessionary travel passes is set to rise by 44% by 2028 as GM's population ages. The annual charge will help to make sure that the concessionary travel scheme is sustainable long term and brings it in line with the other schemes such as the Our Pass and the igo card. It will also generate money to invest back into public transport.

Future Mobility Zone

- 7.7 TfGM, on behalf of GMCA, applied to the DfT for £32 million of Future Mobility Zone funding in May 2019. The fund is for projects to understand how coming mobility innovations will affect transport by providing an at-scale testbed for a range of solutions. The successful bidders are expected to be announced shortly.
- 7.8 Greater Manchester's bid included 3 different areas, the Regional Centre (Manchester and Salford), the International Gateway (Manchester Airport and Stockport) and our Principle Towns (represented by Bury and Bolton). In particular this 3-year programme seeks to explore how the changing face of mobility will affect a range of indicator's, including community strength, carbon emissions and health.
- 7.9 From enabling more active travel to reducing severance and integrating communities to enabling demand responsive transport for medical appointments, the FMZ programme has the potential to explore a number of benefits for older people.

8 RESEARCH PROJECTS

- 8.1 TfGM has been involved in a number of research projects which are looking at different aspects of ageing and mobility including:
- **Advantage GM: Unlocking the longevity economy for Greater Manchester, International Longevity Centre** – This project has been commissioned by the

GM Ageing Hub to highlight the economic opportunities of ageing to stimulate private innovation.

- **Investigating the relationship between cognitive impairment and urban public transport infrastructure, Dr James Fletcher, Kings College London** – This is a long-term project proposed to take place between September 2020 and August 2023 which will focus on how people with dementia are currently experiencing local public transport within Greater Manchester.
- **Older people’s attitudes towards autonomous vehicles, the Institute for Transport Studies, University of Leeds** – This study aims to understand if and how automated vehicles can be used for a transport equitable future, exploring the potential impacts these may have on older people.
- **Autonomous vehicles and healthy ageing in the city: Exploring the influence of autonomous vehicles on older adults’ outdoor mobility, University of Manchester** – The aim of this research is to explore how autonomous vehicles influence senior citizens’ mobility (as a passenger of vehicles, or as a pedestrian in streets). Findings of this research will help researchers and policy makers to provide suitable mobility services for senior citizens, to facilitate their mobility in the city and to improve their quality of life.
- **Older people and active travel, Centre for Ageing Better** – A project to investigate ways to encourage older people to walk or cycle to increase physical activity and help meet the Centre for Ageing Better’s priority goal for people to have five more years free of preventable disability and to reduce the gap between the richest and poorest people in disability-free life expectancy by 2035.

9 GM AGEING STRATEGY AND AGEING IN PLACE PROGRAMME

- 9.1 The GM Ageing Strategy is currently being reviewed as part of the refresh of the overarching GM Strategy. A workshop has been convened to look at transport objectives of the Ageing Strategy.
- 9.2 In addition, councils are currently developing individual Ageing in Plan Programme (AIPP) plans for a chosen neighbourhood/s in their area.
- 9.3 The AIPP aims to bring together significant experience across multiple agencies and communities into a collaborative, bottom-up programme that aims to deliver real change, especially in low-income neighbourhoods.

9.4 Plans are due to be finalised in the summer. Several of the draft plans include a transport element and TfGM will be working with district officers to advise and help take forward where appropriate.