Appendix 4 - Movement Plan 65 plus workshop report

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Southwark Council
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Report prepared by

Staff

Student team

Report edited by

Acknowledgements

Introduction

About the consultation

This consultation workshop was conducted and documented by MA Service Experience Design & Innovation students from London College of Communication for Southwark Council.

The aim of the consultation workshop was to understand and include the voices of people over 65. And to improve the experiences of older people getting out and about and using public transport, open spaces and public realm in the borough. The consultation specifically focused on understanding the current experience of council services, streets and public realm, and how can it be improved to fit resident's needs.

With a people-centred approach; putting the people that live in, work in, and visit the borough, the students and staff designed interactive methods and interviews to gain nuanced understanding of the over 65s needs, problems and motivations when utilising streets and moving in the borough. Conclusively, this report presents in-depth interviews conducted, as an initial mapping stage, to discover and identify the relevant stakeholders and document their voices regarding their movement and activity in the borough. The consultation was successful in drawing out meaningful insights leading documentations of residents' positive experiences and behaviours, barriers to movement and suggestions that could be engaged as a baseline for future work within the Movement Plan.

Please contact transport@southwark.gov.uk with any questions regarding the data and finding presented in this report.

Consultation report appendices

The consultation results are presented in one summary report and each activity is analysed in depth in each appendix. See below for full list of appendices.

Movement Plan Consultation Report – Summary Report

Appendix 1 – Consultation Hub Analysis

Appendix 2 – Street Surveys Analysis

Appendix 3 – Young Advisors Analysis

Appendix 4 – Over 65s Workshop Report

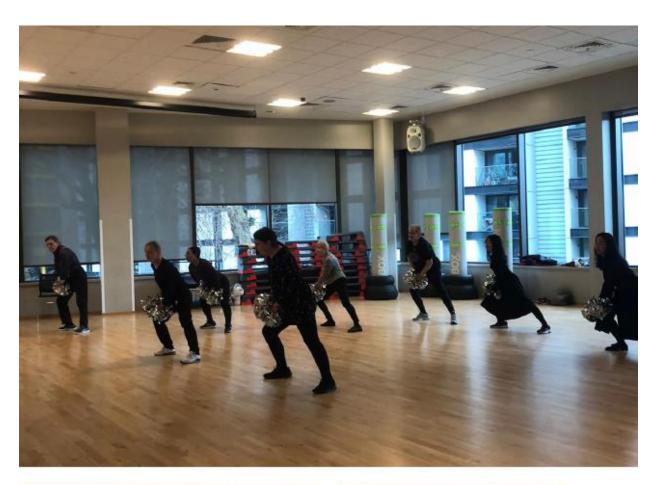Appendix 5 – Stakeholder Responses Detailed Summary

Appendix 6 – Surveys Questionnaires

Positive experiences and behaviours

- A large segment of the elderly are conscious about their health and prefer walk to their destinations.

- We observed that a significant number of elderly residents have enrolled themselves in activities around fitness. Some of which include, gym sessions, yoga, tai chi, cheerleading, cycling etc.

- There are a lot of groups which have been formed to ensure that they are engaged in physical activities.

- A large number of communities and street parties are being organised by members who try and actively involve the retired community.

- Familiarity of the area means that they enjoy travelling by bus which is enhanced by having a freedom pass over taking the train.

- Most of the users are also familiar with the bus numbers and routes to take them to their destination, without having to look it up.

- The zebra crossing painted on the streets guarantees priority to pedestrians.

- The offline system to purchase tickets is very user friendly.

Barriers to movement

- It is observed that some users find it hard to understand when the next bus is due.

- Although some interviewees mentioned that the screen size of a mobile can be too small, it should be noted that many interviewees were currently unable to use the TFL mobile application, but were willing to learn.

- A user quotes, "No one cares about pedestrians" elaborating further on the speeding cyclists and how they don't follow the rules.

- It is believed that the number of speeding cyclist is a threat to the elderly. The pavement is planned in a way which compels the pedestrians and cyclist to be on the same path. When there are two cycle tracks with both directions, some users might have to stand there for a long duration, waiting to cross the busy roads, since there are no pedestrian crossing signs.

- Some tube stations fail to have escalators, elevators or ramps which make it very difficult for the elderly as well as the disabled people to access the platform.

- Some users are active walkers, they suggest that the pavements might be slippery if they haven't been cleared and there leaves on the path. One of the users claims, "cyclists feel like they are in the tour de France".

- The signage at stations too cluttered which makes it difficult for them to navigate between platforms.

- When taking the bus, the user explains how the bus no longer stops unless you hail it, but that this is not easy when you have bags of shopping.

- Bus drivers do not give you enough time to sit down or to get off the bus. When the floor is wet from the rain you can easily slip if you have to get up early to get off at your stop.

- Sometimes when the buses get diverted, the elderly are unsure of where they need to get off and how to reach their destination.

- As many 65 years old users do not use a phone and access the internet, they find it difficult to track live updates of any change in the route, either on the tube or the bus.

- It is hard for users on the wheelchair to get onto the bus or tube because the step is too high to get on. They think the huge gap is not friendly for disabled and elderly people.

- Some exits at the station are inaccessible by the wheelchair, which makes it increasingly difficult for users to plan their journey by tube.

- Some users are highly dependent on calling the transport service to check the live status. However, on one instance, it took twenty minutes for someone to answer the users' call and another ten minutes to get the information.

- The wheelchair is unable to cross barriers more than a 5 cm, it is hard to get past some pavements which have edges without drop curve design. The maximum speed of a wheelchair is 4 miles/hour, sometimes due to poor road surface conditions such as stones, holes or cracks, it makes the wheel chair bump, which increases the level of discomfort and thereby draining the battery level.

- Crossing junctions with a common pavement for pedestrian and bicycles is a threat to the elderly.

- The bus map has not been updated since the year 2016, so the maps are not as reliable now, the internet is the only method to access updated public transportation information.

Insights

- Some senior citizens have trouble using technology and are not aware of changes. Having an announcement system which updates them of any changes or delays might prove to be beneficial as a system. The installation of digital boards on each and every bus stop to ensure the citizens who fail to have access to technology are able to plan an alternate route.

- A tutorial video or a clip to ensure that users from all age groups are able to navigate through the mobile application, thus making sure the interface is simple.

- Turn the common current edge design of the pavement into drop curve for the sake of being more aging/disabled friendly.

- Another suggestion was, having clearly blue painted cycle paths demarcated and go slow signs for cyclist would enable a change in the system.

- Suggesting that it would be useful to bring some of the information onto the floor.

- To have a physical map of the train lines in London, 'just as they have for the tube'. But also have a clearly identifiable person within the station that was there to support you with information. Having updated physical copies of the bus and tube routes.

- Leaves need to be cleared more regularly from pavements.

- A physical map of trains (like tube map) would give users more confidence to use the trains.

- The motivation to step out from their house and interact with people is given by some organisations to the elderly. Hence, it is important to continue and maintain these events.

- It is observed that, there is a lack of consideration for disabled people in the planning and designing of fundamental facilities like pavements, bus and tube stations. Wheelchair users still find it difficult to access many public spaces. The information should be more visible, improving the symbol and sign guides design in public spaces.

- Any public transportation systems should necessarily keep thinking of designing and updating offline instructions for the people never use internet. Publishing information on newspapers which are available in the tube station can be a medium to update offline information.

- Some signage in stations can be over crowded, suggestions that it would be useful to bring some of the information onto the floor.