

An Age-Friendly Transport System



Background

By creating an age-friendly transport system, we create a system that is inclusive and accessible for all.

During the last year, Transport for Greater Manchester (TfGM), Greater Manchester Combined Authority (GMCA), the Centre for Ageing Better, Greater Manchester Health & Social Care Partnership, Greater Manchester Older People's Network and Ambition for Ageing have worked with partners and older people from across Greater Manchester to further understand what an age-friendly transport network looks like, what challenges older people face and what older people think the transport priorities should be.

We have identified seven themes that older people identified as most important. This document outlines these themes and our planned actions.

1. Involving Older People

Older people told us that they would like to be consulted more about changes in transport policy and there should be better mechanisms to feedback and get involved in decision making. In response we will:

- Working together to develop age-friendly transport and travel policies.
- Look at expanding the remit of TfGM's Disability Design Reference Group (DDRG) to include more emphasis on the needs of older people.
- Implement new ways to collect feedback to ensure the voices of older people are reflected in TfGM's engagement strategy in a clear and transparent way.

2. Accessibility

Transport must be accessible if it is to be inclusive for people of all ages. We plan to:

- Continue to support the DDRG so that accessible and age-friendly design is part of all TfGM do.
- Promote the range of available support such as the bus hailer scheme for people with visual impairments.
- Work with train operators to improve access at local rail stations, including step free access at Irlam and Daisy Hill. We will also seek funding to continue these improvements across Greater Manchester.

3. Working with the Health Sector

There are a number of ways the transport and health sectors can work together to support older people. We can do this by:

- Promoting more walking and cycling to support active and healthy ageing.
- Identifying opportunities to give older patients more choice about medical appointment times, so that those who rely on their concessionary travel pass needs are met.
- Exploring whether there is a role for transport to support social prescribing.



4. Age-Friendly Customer Service

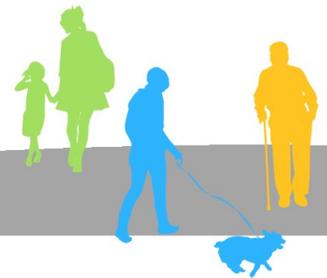
Older people told us that some transport staff don't appreciate the additional barriers they might face when travelling. For example, there were reports of bus drivers setting off before people with mobility issues had a chance to sit down. In response, we will:

- Continue to deliver dementia awareness sessions to TfGM staff, particularly to those in customer facing roles.
- Review staff training to identify if age-friendly issues are sufficiently covered.
- Work with private operators to promote age-friendly awareness and training.

5. Community Transport

Community Transport is a lifeline to people who have difficulty accessing the mainstream bus network. The Ring & Ride Service has over 11,000 registered users with around 550,000 journeys undertaken across GM each year. We plan to:

- Invest in new replacement vehicles to improve the reliability of the Ring & Ride service.
- Review options and best practice to explore how the Ring & Ride Service might be improved and do more to raise awareness of who can use the Ring & Ride service.
- Work with the voluntary sector to look at current models of voluntary lift schemes.



SUPPORTED BY



6. Safer Driving

Research has shown that giving up driving is related to a decrease in wellbeing and an increase in depression and other related health problems. However, those who give up driving gradually suffer far fewer negative effects than those who are told to give up immediately. We can support by:

- Continuing to deliver and promote the 'Driving Safer for Longer' course through Safer Roads GM. The course supports older drivers to increase confidence in their ability to drive and promotes efficient alternatives to driving.
- Conducting a review to identify best practice in support to make the transition from driving to other modes.

7. Age-Friendly Neighbourhoods

Age-friendly travel is not just about transport. Older people told us that uneven pavements, poorly timed pedestrian crossings and a lack of public toilets can be as much of a barrier to travel as more obvious concerns. In response we will:

- Deliver initiatives including the Cycling & Walking and Commissioner Bee Network and the Streets for All strategy to support more cycling and walking.
- Work with local authorities and older people to identify pedestrian crossing to be retimed to reduce the waiting time for pedestrians and allow sufficient time to cross the road safely.
- Support and promote initiatives like the 'Take a Seat' campaign and 'Community Toilet scheme' to help make our high streets and communities more age friendly.
- Identify how uneven pavements and parking on pavements can be tackled.