

## **APPENDIX 1**



**14. Adoption of Confederation of Passenger Transport Code by Bus Vannin –  
Debate continued –  
Amended motion carried**

The Hon. Member for Douglas Central (Mr Thomas) to move:

*That Tynwald is of the opinion that Bus Vannin should adopt the non-statutory voluntary Code of Best Practice for bus operators, which was developed jointly by the Confederation of Passenger Transport and the UK Department for Transport as the industry standard for the use and acceptance of approved mobility scooters intended for footpath or pavement use only with a maximum speed limit of 4mph, in order to help people with mobility difficulties to use low floor buses that are adapted to carry wheelchairs.*

**The President:** We resume our Order Paper, Hon. Members at Item 14, the Adoption of Confederation of Passenger Transport Code by Bus Vannin, motion in the name of Mr Thomas, and we consider now the amendment of Mr Hooper.

Mr Hooper, please.

20

**Mr Hooper:** Thank you very much, Mr President.

I listened quite carefully to what the Minister said yesterday in his remarks, and it struck me that the remarks that were being made were not quite aligned with the wording of the amendment that the Hon. Member had tabled. So I am going to start by talking about the amendment and then I am going to touch on some of those remarks that were made.

25

When the Minister moved his amendment, he said that he would be happy to adopt the UK code with local changes, so adopt the code but adapt it to the Manx context. What his amendment actually says is that the Department should *consider* the non-statutory voluntary code of best practice. It does not say that they should adopt it.

30

So the first part of the amended motion that I have tabled just simply states the Department should commit to adopting the UK CPT voluntary code for the use and acceptance of mobility scooters on low-floor buses, adapted to carry wheelchairs in a way that is appropriate to the Isle of Man. So I am just taking the Minister's words and placing them into writing.

35

The second thing the Minister said in his remarks was that he is planning on embedding this concept of equality in the way the Department operates, which is a very good and welcome statement, and he is going to do this in this context by establishing a steering group. But again, the motion that the Minister tabled did not mention a steering group. It simply says that they should consult on some of these issues and then report with recommendations to Tynwald. So again, the amendment that I have tabled actually simply states that:

... the Department should establish a steering group, to include disability user and passenger representation, to inform adoption of the Code and other aspects of accessibility to bus services.

40

So again, just placing the Minister's words actually into writing.

Now, I have not gone so far as to include a firm statement that this group should submit a report with recommendations to Tynwald, because actually I do not think that is necessary. I would welcome it, but I think the way that we ensure the Department does what needs to be done is through that steering group. The steering group should have members of the Department on it, it will have our Equality Champion, hopefully; also passenger representatives. I would like to think that group will help inform the Department's thinking, will help consult with the broader public and then may very well produce a report with recommendations to Tynwald.

45

But it may be that that is unnecessary. It may be that that group itself will convince the Department to simply do what it is that needs to be done in line with the commitment to adopting the CPT code on the Isle of Man. I would leave that up to the Department, up to the steering

50

group, and actually up to this Hon. Court to hold that structure accountable for any decisions that it makes or that it does not make. That is not to say I would object if somebody wanted to impose a date on the Department, I just do not feel it is necessary to be that explicit in the amendment. (A Member: Hear, hear.)

55 So in terms of the amendment that I have tabled then, that is the thinking behind it: it is to bring us a bit closer from where Mr Thomas started, where the Minister laid out, and to actually place in black and white some of those commitments that the Minister made in his remarks yesterday.

60 So that is all the positive things. Without losing any of that, I think it is worth just commenting on a few of the arguments that were made by the Minister as to why this has been an uphill struggle and why we have not yet adopted this code, and why it is perhaps more complicated than we would like it to be.

65 The first of the things the Minister referenced in his remarks were low bus stops and pavements and how some of our bus stops are not accessible and how that every bus stop in the UK now was accessible. I am not sure that is entirely the case, but actually this problem is not specific to mobility scooters. We all know that not all of our bus stops on the Island are accessible. We all know that there are wheelchair users who use the buses, and actually people who use wheelchairs are well aware that there are some bus stops where they cannot get a wheelchair on to the bus. So that in and of itself is not an excuse or an argument against adopting the CPT code quickly. It is a problem we know exists, a problem the Minister has committed to trying to solve, 70 but it is not a hurdle or a barrier to adopting the code.

The Minister also mentioned something about rural and high-speed routes, as well as legal issues around the buses. I will share with Hon. Members some of the conversations I have had with various bodies in the UK around some of these issues. So, as we all know, some organisations 75 have come up a few times in our conversations in this Hon. Court: the Vehicle Standards Agency, the people in the UK that set the standards for passenger buses; Centrebus, a bus company in the UK that purchased some of our buses to use on their routes. I have corresponded with both of these organisations in respect of what they have done and how they have done it and how they adopted the code in the context of the buses they purchased from the Isle of Man. And it was quite interesting, really. 80

I managed to get confirmation from this organisation that, yes, they did indeed buy some of our buses; yes, they were used on some of their routes; and, yes, the CPT code did apply to those buses as well. They provided me with two very useful pieces of information. The first was around what routes they used these buses on, and is there any restriction on where the CPT code might 85 apply, because this organisation runs buses all over the Midlands, all over various parts of the UK. They have city routes, they have intra-city routes, they have low speed, they have rural and they have moderately high-speed routes. Just like the Isle of Man, it is a mixed bag.

They confirmed that no, there are no restrictions on where they run those buses they bought from the Isle of Man, nor on where a mobility scooter user can access a bus. It is a universal application of the code, so there are no restrictions in terms of ... 'It's a high-speed route so, sorry, 90 we will not take your scooter here.'

They also confirmed in respect of modifications they had made. So I said, 'Well, that's interesting because we have been told by our Department that this is not possible, we need to modify the buses.' They did confirm, yes, they had indeed made modifications to the Isle of Man buses they had purchased and, specifically, they had added a luggage rack. Now, nothing 95 whatsoever to do with the mobility scooter, but for the avoidance of doubt and for complete clarity, I thought it was worth mentioning they had indeed made a modification. So these unmodified buses they purchased from the Isle of Man, they were able to use in the UK in accordance with the regulations and certifications that exist, that are the same regulations and certifications that we have in respect of bus construction. 100

That got me thinking then about the legal situation: actually, is maybe the law around buses slightly different to the Isle of Man? And in one of the answers the Department provided me, they

did point to a UK law as adopted on the Isle of Man and said, 'Actually, we have a general requirement, an obligation, to ensure our passengers are carried safely.' The Minister referenced it yesterday in his remarks. Absolutely true. The way that is applied on the Isle of Man is that it is a UK law applied with modifications. I asked the Attorney General's Chambers, what modifications were there to this law, specifically this section 3? The response was to provide me with a copy of the Appointed Day Order that lists out the modifications, and it turns out to this particular section of this particular law there were no modifications; it was simply applied as written to the Isle of Man.

So that got me thinking: what is different then between the Isle of Man and the UK? And the answer is: there isn't anything. This is not a similar law, this is not an adapted law. It is the same law. We have just taken the UK general duty and applied it to the Isle of Man.

So it seems to me, then, that we have an organisation in the UK operating our buses on similar routes under the *same* legal obligations, that is able to adopt the CPT code across these routes, across these buses, in compliance with these legal obligations. Yet we have a Department on the Island that is saying this might not be possible for a variety of reasons. I struggle to accept that argument based on the evidence in front of us.

I am not highlighting this intending to be critical of the Department. I think they have come a long way from where this conversation started. I am simply highlighting this to identify that this has been a bit of a struggle to get here and also to really alert Members to, whilst the Minister may have the very best of intentions, I think he may very well find it difficult to push some of these plans through the departmental structure, through some of the red tape and bureaucracy that we have on the Isle of Man. And really, I am highlighting these issues to show that the Minister is going to need our support and our encouragement, I think, to enable him to make the changes that he very happily committed to making yesterday in his remarks; and that this motion that I am amending will place on the record for the avoidance of doubt.

So I would like the Minister, if he can, to take this in the best of ways, in the positive intention to say, actually, some of the things that he has is telling us may very well have an element of truth, may very well be true for a given degree of true, but I am not sure they are the entire picture of this particular issue. It is complex. I am not trying to pretend that it is simple. There are differences between the Isle of Man and the UK, between our Department and our bus company and UK bus companies. I accept all of that. But it is worth highlighting that actually those differences do not appear to me to be insurmountable. These challenges are not things we cannot overcome.

I would like to think that the steering group the Minister has proposed, that my amendment will crystallise, will be able to find a way through these challenges, through these obstacles, and come out the other side relatively quickly with something that will work for the Island to ensure that all of our bus routes are as accessible as they can be.

And with that, Mr President, I beg to move the amendment that I have tabled:

*As an amendment to the motion, to leave out all the words after the words 'That Tynwald' and add the words:*

*'is of the opinion that the Department of Infrastructure should commit to adopting the United Kingdom Confederation of Passenger Transport Voluntary Code of Best Practice for the use and acceptance of mobility scooters on low floor buses adapted to carry wheelchairs in a way that is appropriate to the Isle of Man whilst recognising the policy approach of the Government to be in line with UK Equality Act related Codes of Practice and Guidance; and further is of the opinion that the Department should establish a steering group, to include disability user and passenger representation, to inform adoption of the Code and other aspects of accessibility to bus services.'*

**The President:** Hon. Member for Douglas South ... Douglas East, Mrs Barber.

**Mrs Barber:** Thank you, Mr President, there are just too many 'Douglases' around. *(Laughter)*.  
**(Several Members:** Hear, hear). **(A Member:** Not enough!)

I rise to second the amendment in my hon. colleague, Mr Hooper's name. I think it is a really sensible amendment and he makes some really valid points, which I am not going to go over again,  
145 you will be glad to know.

But I think there is another point that I would like to make, and that is that I absolutely take the words of the Department of Infrastructure Minister at face value. I think he has made these commitments. But we do have to remember there is going to be a new Court in just a few months, and so it is imperative that where the decisions are being made and commitments are being made  
150 in this Hon. Court, that we have them made very clearly and articulated through the motion that sits on the Order Paper and forms the formal record of this House. Because, when people come into this Court, as I am sure we all did when we came in, we will go back to the past period of time and we will look at the motions. We are not going to necessarily read all of the *Hansard*, and they may not be listening in.

So I think this provides that clarity and it allows that this is a continued process. It also gives absolute confidence that those people already mentioned by the Minister for Infrastructure, as being the people he feels would be the part of that steering group – and that again may evolve and may change, but certainly seems a really positive place to start – will be able to decide how best to execute the process of making sure that our buses *are* accessible to all of our people in a way that conforms with accepted industry standards.  
160

So I would encourage people to support the motion in Mr Hooper's name, which I think is very sensible. Thank you, Mr President.

**The President:** Hon. Member of Council, Mrs Sharpe.  
165

**Mrs Sharpe:** Thank you, Mr President.

I would first like to thank the Hon. Member for Douglas Central, Mr Thomas, for bringing this important motion before us. When you have a disability – and I speak as someone who lives with someone who has quite a serious disability – that disability affects you and those around you from  
170 the minute you open your eyes in the morning and, for some people, their disability also affects them in the hours when most of us are sleeping peacefully. All anyone with a disability wants to do is just get on with their lives, but sometimes it feels that the world has conspired against them.

Just consider wanting to travel to work. What time is the bus due? Is the online timetable actually accessible? Can the person manage to negotiate their way safely to the bus stop at all?  
175 The pavements are crumbling in places, bushes and tree branches stick out at eye-level. Bus stop signs are often too low, so blind people find the bus stop by actually crashing into the sign.

I apologise, Mr President. This laptop is still glitching, it is sending me all over the place.

**The President:** You could use a paper and pen. *(Laughter)*  
180

**A Member:** Hear, hear.

**Mrs Sharpe:** That would be a much better ideal

Really, the Department needs to thoroughly consult on *all* these travel-related issues, because  
185 all of these difficulties also affect the person who uses the mobility scooter on their way to the bus stop where they may or may not actually be able to get on to the low-floor bus. When I say consult, I mean actively *listen* to people who are directly affected and use their voices to shape responses and turn it into action.

I am so sorry, Mr President. Just to go back to the person who is at the bus stop, when the  
190 person discovers that they cannot actually get on to a bus that apparently Government, which has been tasked with delivering services to everyone does not care enough about that person to ensure that they can get on to the bus, then that really spoils your day as a person with a disability.

In fact, it is not just your day which is ruined, there is a cumulative effect of these frustrations, which occur in just about everything you try to do. Chip-chipping away at you, meaning that people with disabilities have to be very resilient to keep picking themselves up and carrying on day after day.

So I welcomed the first amendment, which was emailed to us by the Hon. Minister for Infrastructure, Mr Baker, because the Department does need to review its current policies to ensure that as many people as possible are able to access its low-floor buses, and it does need to consider the non-statutory voluntary code of best practice for bus operators. But it needs to do much more, and the Minister has acknowledged this in the amendment he submitted to this Hon. Court yesterday.

I am mindful that the motion and his amendment appertain to low-floor buses only. On the one hand, it is worth getting that issue sorted out properly. So I think in proposing that there should be a consultation and a report on this, then it makes it a useful amendment. But on the other hand, as I have already mentioned, there is a bigger picture which, although is not specifically related to people using specific mobility scooters, getting on to low buses is nevertheless related.

I have mentioned the crumbling pavements, which are difficult to navigate. The pavements also have potholes; the pavements have severe cambers; the bushes and the tree branches which stick into people unable to see them or physically avoid them. I mentioned the bus stop signs that are all set at various levels, some right at head height, and in my husband's case I can say that he has many times walked into a bus stop sign side on, and you get sliced straight into the forehead.

So the Department needs to thoroughly consult on *all* these travel-related issues because they *all* affect people who have mobility issues, who have sight issues; they affect elderly people who are trying to navigate their way to a bus stop.

Now, what I like about Mr Hooper's amendment is that in the first place it firms things up by stating that the Department should commit to adopting the code in a way which is appropriate to the Isle of Man. It goes further than the promise of the consultation into problems related to mobility scooters and low-floor buses that is mentioned in Mr Baker's amendment and, further, it states that there should be a steering group which includes a disability user and passenger representation to inform adoption of the code and other aspects of accessibility to bus services.

Now, it is still focused on bus travel, but it does allow the opportunity to consider other aspects. And I think, for the reasons that I have mentioned, that is really important.

We did hear yesterday from the Minister that there will be a steering group chaired by Mrs Christian, which I welcome, and we have heard that someone from the third sector will represent people with mobility issues, and this is great news. But the thing is, if a person from the third sector is on the steering committee, they will only be able to talk from quite a narrow view. If you have a person representing people who use mobility scooters, for example, you will only hear from that small group of users. What about people who are blind? What about people who are elderly? What about people who are just a bit unsteady on their feet?

There may already be in existence a group which represents all of these views, but I do not think there is. The fact of the matter is, when it comes to people with disabilities, specifically, getting their voices heard, they do not have time to set up pressure groups to deal with all of this because they are too busy trying to get to the bus stop, trying to get on the bus, trying to get to the shops, trying to get *into* the shop, trying to reach the shelf they want to reach to get the thing that they need, and so on, and so on, and so on, all day long.

So it is really important that we introduce steering groups into this kind of situation so that we are creating a space in which people's voices can be heard in an official way.

So, turning back to Mr Hooper's amendment, what I like about it is that it has everything in it which Mr Baker's has, and it allows the existence of this steering group to be put down in black and white and I think that is important. Mrs Barber also said it is very important for the next administration to see that. I also like the fact that Mr Hooper's amendment mentions other aspects of accessibility to bus services, because I hope that will allow these other aspects that I

245 have mentioned, along with a plethora of other road signs and street furniture, which also cause difficulties getting from A to B and includes getting from a person's house to a bus stop.

What is missing for me in Mr Hooper's report now is the lure of the Report, which Mr Baker mentioned in his amendment. Now I know that, as Mr Hooper said, it is not essential to have a report and in an ideal world the steering group would allow vocalisation of those who use the  
250 buses, but a report concentrates the mind and I think, and I know, that there are so many other related problems to people with disabilities trying to use the buses and getting to the bus stop, etc. that it could be very useful to have a report in there.

So if anyone would like to second my proposal for a third amendment, there *could* be a third amendment, which adds on a promise of a report at the end of Mr Hooper's amendment, that  
255 there will be a steering group which consults and then submits a report perhaps no later than the December 2021 sitting of Tynwald Court. So if anybody would like to second that, I would be very grateful.

Thank you, Mr President.

260 **The President:** Now, I have not seen any amendment in your name.

**Mrs Sharpe:** No, Mr President, it would *need* to be written up – *(Laughter)*.

**The President:** Yes, it needs to be written up, signed and presented to the Clerk!

265 **Mrs Sharpe:** I realised, I have just sat down. I am not sure whether I need to have done that before I sat down.

**The President:** You should have done. *(Interjections)* No, I am sorry –

270 **Mrs Sharpe:** Is it too late for the – ?

**The President:** Unless it is produced instantly.

275 **Mrs Sharpe:** It would just have one line at the end of Mr Hooper's amendment –

**The President:** Well, I am sorry, we cannot ... There is proper procedure to be followed. Mr Baker to speak.

280 **The Minister for Infrastructure (Mr Baker):** Thank you, Mr President. Speaking to Mr Hooper's amendment, which I very much welcome –

**The President:** You can speak to Mr Hooper's amendment, yes.

285 **Mr Baker:** I thank him for his usual very constructive and considered approach in this.

I do not see any conflict whatsoever between what Mr Hooper has brought forward and my motion. Before anybody rushes to pick up Mrs Sharpe's comments, I think there is a solution to this reporting conundrum that Mrs Sharpe has highlighted in that the Equality Champion has an obligation to produce an annual report and I have just exchanged notes with people – *(Laughter and Interjections)*  
290

I am not quite sure what the Equality Champion's response says, but I think that the Equality Champion could quite conceivably cover the reporting aspects of this within her annual report. There does need to be a strategy – yes, I have got that bit right, thank you. There needs to be a strategy around this, and of course that is absolutely what I would expect the steering group to be driving forward with.  
295



What Mr Hooper has done is essentially taken my motion and blended it with the comments in my speech, which I am absolutely committed to and I thank, in particular, Mrs Barber for her comments, that she was not questioning my commitments, and of course they are on *Hansard*. I would hope that whoever the next Infrastructure Minister is, if it is not myself, would take those forward anyway. But I can see a benefit in locking this in to a motion.

That was absolutely my intention with this steering group. The steering group will provide the oversight and the governance and will provide that challenging voice back to the service provider. I think that a supportive and challenging steering group, in the way of a critical friend, often is a phrase that I have heard used in school governor situations, is potentially very powerful and it ensures that there is the appropriate balance between the voice of the external perspective and the internal provider. I think it will have a very positive impact, provided it is constituted in the right way, provided it has got clear terms of reference and there is proper governance around it.

My choice of membership of that group was very much intended to get the right people around the table, so it is the Equality Champion, it is the political Member for the Department, it is the existing passenger representative and it is a representative of the third sector. I would see them as a conduit, actually, not a lobby group for mobility scooter users or visually impaired, but actually a conduit for all groups to connect through that steering group and into the Department.

So taking it back to Mr Hooper's amendment, I see absolutely nothing in his amendment that caused me any concern whatsoever. It was very clearly a positive move from Mr Hooper and I am glad that he has acknowledged the complexity of this situation. I think it may have been perceived that the Department was being difficult in some of the early stages of this interaction, but I can certainly give you the assurance that the Department is committed to driving this forward. And Mr Thomas, Mrs Poole-Wilson, Miss August-Hanson and Mrs Maska – who met, I think, virtually last week with Mrs Christian and Ian Longworth and the Chief Executive of the Department – I think they can speak from their own perspective, but I do believe that they saw that as positive and that we were moving forward.

Mr Hooper's amendment also broadens it out to wider accessibility issues and, again, it was very clear in my speech that I wished to do this. We are missing a trick if we just think about this in terms of pure mobility scooter issues. This is about accessibility to public services in the broadest sense and specifically to transport services. So I am very happy with Mr Hooper's amendment.

I think Mrs Sharpe's comments show that there was something in my amendments which she liked. There was something in Mr Hooper's amendments which she also liked and I would concur with that view. I am very happy to leave it to the will of this Hon. Court, but I would encourage you to support either my amendment or Mr Hooper's. I think they both will do the job, even with my amendment without the definition around those additional elements. I am committed, it is in *Hansard*, the Department is committed, there will be a steering group set up and we will be going down the track that we have talked to. Mrs Christian, as political Member, will be taking this on.

So, we are on this journey. Back whichever amendment you prefer, Hon. Members, and I will be fully supportive of Mr Hooper's, and of course of my own.

Thank you.

**The President:** If it assists, of course you may withdraw your amendment with the leave of the Court. You do have that option, Hon. Member.

**Mr Baker:** Mr President, if it is the sense of the Hon. Court that it is going to support Mr Hooper's amendment, then I would be happy to withdraw my amendment. I have not heard enough from others to know whether that is the case, but I believe it potentially, probably –

**The President:** We will leave it to the Court at the time of the vote. That is fine. Mrs Poole-Wilson to speak.

Mrs Poole-Wilson: Thank you very much, Mr President.

I would like to thank the Department, the political Members, Mrs Christian, the Minister and all of those who participated on a constructive call last week and have engaged thus far.

350 I tend to agree with the Hon. Member for Ramsey, Mr Hooper, that this has perhaps not been as straightforward as it might be to get to this position but, Hon. Members, we now are in a much more positive position. I have a lot of confidence that we will see meaningful change moving forward, which is what matters.

355 My personal view is, I suggest that the amendment moved by Mr Hooper is the appropriate amendment here because I think it does reflect actually where we are. It reflects commitment to the code, which is important, as opposed to consulting about adopting the code, and it commits to action to implement the code through a steering group. I think the other thing to say is, Hon. Members, the CPT code is very specifically about mobility scooter access for *specific* types of mobility scooters. I think the amendment works very well because it recognises that as part 1, but  
360 it also recognises what Mrs Sharpe has so well articulated, that there are *many* aspects of accessibility in terms of access to our bus services, but more broadly enabling people as fully as we can to be a truly inclusive and caring society.

So I think, Hon. Members, my personal view is that our initial commitment to equality in the Isle of Man was to pass our legislation and associated secondary legislation codes of conduct and  
365 guidance. We have made *substantial* progress around that, which is excellent. But the truth is we have to deliver on the reality for people in the way we now go about our business, in the way we provide our services, and there is *much* work to be done there.

In passing a note to the Minister, I do not want to broaden the debate, but my point about a strategy is it picks up on the fact that there is a lot of work to be done around transport; there is  
370 a lot of work to be done about infrastructure; there is a lot of work to be done in the way we provide services better – whether that is our education services, our health services, our care services. We can improve, but we have to recognise we will not be able to do everything all at once and so we have to have an informed and thought-out strategy about how we are doing this. That was my comment, that I think what we have to do and what I would certainly like to see the  
375 next administration do, is really focus on this now and focus on a strategy for delivering equality in practice over the short, medium and longer term, because it cannot all be done overnight.

So I would encourage supporting the amendment from the Hon. Member for Ramsey. The reporting piece, I can absolutely see that there is some merit in that. I can also see that this is the sort of thing that can crack on and that people can absolutely ask questions about and ask where  
380 it is up to. I can see that there is thought to be had to Mrs Sharpe's point about how we best engage with all those who need to have their voices heard. Hon. Members may recall we did have the Tynwald Advisory Council on Disabilities. At some stage it was disbanded because it perhaps was not delivering all that we would seek in order that we get full consultation and input to policy-making. I do not think we have quite thought about how best to do that going forward, but it is a  
385 question we must answer to make sure that we are not doing things to people, but we are meeting their needs in the way we form policy.

So, I think there is an important issue, but I think that should be picked up in a wider strategy to make sure we have good consultation. I also think we need to be *much* better at our data capture. I am looking forward to the fact that our census this year will have more questions that  
390 I hope will give us more information about our population and again will help us in forming policy more broadly.

But thank you to the Department and the Minister and the political Member for Transport for full engagement and I would encourage Hon. Members to support the amendment from Mr Hooper.

395 Thank you, Mr President.

The President: Thank you.

Hon. Member for Council, Mrs Maska.

**Mrs Maska:** Thank you, Mr President.

400 I can honestly say that since I joined the Department, which was last July, I have sensed a change in the mood from an approach that is what we *cannot* do to what we *can* do, and I have been in meetings where my political colleagues have said, 'These complex issues and important issues are not going to go away, they have to be addressed.'

405 I think what we are debating today is reflective of that change of mood and that change of stance, and so I do thank the Minister and my hon. political colleagues and officers for actually being willing to listen and engage. I also thank the Equality Champion for her engagement on not just this piece of legislation or this motion, but on legislation that looks at accessibility for everyone in our community to the services that we provide.

410 One of the issues that has arisen internally is what we do about bus stops that physically are very difficult to negotiate for many people in our society. I think there are 94, or something like that, that are deemed to be not accessible – but this is maybe not too much for the record, this is in a private kind of meeting ... but, sorry, not with ... *(Interjection and laughter)*. Yes, anyway, here I go again! *(Laughter)*. But the commitment of our Minister in his submission today to actually address 50 stops per year that will be adapted, whether they be in our townships and our capital, 415 in areas where speeds are lower, that is on the record, and I think that is to be welcomed.

Also, it has been established that buses maybe have not always acceded to a request to lower the floor. It can be done, you can get a ramp out and it *can* make a bus stop accessible. So, again, the commitment is there today from the Department. I really welcome and support that, and I am so glad that there is an awful lot on the record, maybe not quite so much of what I have said, but 420 that does show the commitment and the willingness to engage.

The creation of a steering group, I think, is again to be welcomed with a make-up coming from different sectors. So the Equality Champion, I do hope that she will be willing to join that group. The passenger users, the vehicle users: again, the make-up of the steering group will be critical in taking this forward.

425 The Minister's amendment showed the willingness to engage and the commitment. Mr Hooper's amendment has actually proposed getting more detail in and that again is to be welcomed; and obviously Members of this Hon. Court will make their own minds up as to which amendment is the most suitable and I see we have a third amendment arriving before us.

430 But, Hon. Members, I do welcome the fact that we are having this debate and that we are moving forward and the cup is hopefully very much more than half full, it is not less than half empty.

So with that, thank you, Mr President.

**The President:** Thank you.

435 Hon. Member for Onchan, Ms Edge.

**Ms Edge:** Thank you, Mr President.

440 Hon. Members, obviously this amendment has come on the back of the words of the Hon. Member of Council, Mrs Sharpe, and obviously quite an important speech about the other difficulties faced around this. But all this amendment does is add on the end backing the words of the Minister's previous amendment:

... that the Department should submit a report with recommendations to Tynwald no later than the October 2021 sitting of Tynwald Court.

445 Obviously, that is just enhancing Mr Hooper's, and Mr Hooper is in agreement that he is happy for that amendment to his original amendment if that is the one that Members wish to support. But I think it also provides the commitment of the original mover of the motion that everything he was expecting is here today. I think it is important for everybody here today to make sure that

there is a date in there so that we do not see this going into the long grass when there is a change in the administration.

Thank you, Mr President. I beg to move:

*As an amendment to the amendment moved by Mr Hooper, to add at the end the words:*

*‘; and that the Department should submit a report with recommendations to Tynwald no later than the October 2021 sitting of Tynwald Court.’*

**The President:** Hon. Member of Council, Miss August-Hanson.

450

**Miss August-Hanson:** Thank you, Mr President.

I am standing to second the amendment is being put forward by Ms Edge, and particularly following Mrs Sharpe’s very pertinent remarks. This is very much about a much bigger picture, which I am very happy that the Minister has taken on board, and I am hoping that it can move  
455 apace here because this has been going on for a very long period of time, a number of years to rectify this situation, because progress to date has been quite slow.

So I am very content, particularly following the meeting that I had with the Minister, organised by Mrs Christian and Mrs Maska, who was there as well; and thanking the mover of the original motion as well, Mr Thomas, for bringing this forward; and the Equality Champion as well who was  
460 in that meeting – you made some very excellent points, asked the right questions and the right scrutiny was done in there, and I think that kind of brought people quite together.

Steering group, absolutely fantastic. This is about enablement and about empowerment, which is precisely what we should be doing for people out there.

Kassel kerbs: we had quite a conversation in that meeting about Kassel kerbs and the Kassel  
465 kerb programme by the Department of infrastructure, so I am hoping that is going to move a lot quicker than perhaps just 50 bus stops a year. I am hoping that perhaps if we can be a little bit more ambitious with that, that we can actually plough a little bit more ambition into that, because we only have 27 completed. There are 932 bus stops across the Isle of Man. We really do need to be modernising here, because it is very important. But also in having those conversations with  
470 Treasury as well about getting the right capital for that project, and ensuring that capital keeps coming in for that project over a number of years – which I have no doubt it is going to take.

Yes, I agree with Mrs Maska actually in saying that there seems to be a bit of a different conversation going on in Dol at the moment, right now and very recently, regarding what we cannot do and then moving through to what we *can* do. I am a little bit concerned that this is due  
475 to potentially the political membership of that Department presently because ... I am concerned that there is still a culture there, and I could see that in the meeting and I am sorry to bring that up, but it is something that perhaps still needs addressing and is still very important. So I am looking forward to the outcome of the review down the line in a broader sense. But I do thank the Department for the engagement because I think that was very important. I think we should  
480 continue engaging on matters like this in this manner.

So I do second the amendment.

Thank you, Mr President.

**The President:** Mr Baker, to speak to the amendment.

485

**Mr Baker:** Thank you, Mr President.

Given that we have now got two further amendments, I think now is the appropriate time for me to withdraw my own amendment. I think both amendments very much build on my amendment and my comments in moving the amendment to my commitments.

490 Speaking to Ms Edge's amendment, it very much takes the final part of my amendment and bolts it on to Mr Hooper's and, again, I do not find anything to take issue with in that. So I think we have moved on. I will withdraw my amendment with the leave of the Court, Mr President.

495 **The President:** Is the Court content to give leave? (Members: Agreed.) Thank you.  
Mrs Sharpe.

**Mrs Sharpe:** Thank you, Mr President.

I wholeheartedly support Ms Edge's amendment, of course. I would like to thank her for bringing that amendment forward. I think it is *really* important that we have a report that comes back to Tynwald, because whatever is in place at the moment – and I accept that hopefully there has been a culture change within Dol, and I do sense that from the Minister. Absolutely, he is willing to listen and to engage. I absolutely believe him.

500 So there has been a sea change there, but it is really important that we have a report, because whatever is in place at the moment in terms of listening to people with disabilities and the problems that they have with travel, obviously is not working at all. So the report will concentrate minds and at least it will allow a mechanism whereby we will get to hear those voices on the floor of Tynwald Court.

I think that is really important, and I would urge all Members to please support Ms Edge's amendment. Thank you.

510 **The President:** Hon. Member for Douglas South, Mrs Christian.

**Mrs Christian:** Thank you, Mr President.

515 I welcome the amendment by my hon. colleague, Ms Edge, and also Mr Hooper. They both solidify the Department's commitment, in my commitment, and as Mrs Barber said it futureproofs the motion for a future administration and that is essential. With all the goodwill in the world, I may not be in the Dol or even here, so I want to make sure that whatever changes happen here today carry on, because this is important. It affects so many people and so many lives.

520 To that point, I would just also like to talk about a point that Mr Hooper brought up about a local user – but when our borders open we are going to be attracting a visiting user who may also have disabilities, and we need to make sure that we have got the right communication to be able to tell those visitors where they can get on and where they can get off a bus safely. This is *really* important. We should be an international Island that absolutely inherits this really good service and shows that.

525 I would also like to reassure Mrs Sharpe that I will listen. That is really important, and I *have* listened since I have been in this role and I will continue to do that and lead this steering group, because this is the only way that we will get that meaningful change, and that is really important.

530 But what I do want to say about the Report is that is not something I am going to wait for – for this change. I will get this report and hopefully within that report, you will see change will already happen during that time, because we need to make sure that we do not wait for that until October. We have to start making that change now and today. So that is my commitment with the help of, hopefully, some hon. colleagues to get this done.

Thank you, Mr President.

535 **The President:** I call on Mr Thomas to reply.

**Mr Thomas:** Thank you, Mr President, and to all the proposers, all the seconders and all other contributors to the debate.

540 I think we have moved forward a lot in my original remarks. I called for a fair and reasonable process to add on to the basic principle of adopting the code. I think that is what we have got at

the end of the three amendments and I appreciate the Court's indulgence for putting fair and reasonable process into this eventually.

I suppose, for the record, I should declare an interest and a history in this matter, inasmuch as it has been made a matter of public record that there was a tribunal that was dropped in respect of this issue, and myself and various others along the way have been involved, just as a friend making sure that those things progressed in a helpful way for disabled people to enable them to have better access to public transport. I do think that Mr Corkish and all the others behind that can take some comfort today in the fact that the tribunal process has worked, obviously, because it seems like we are about to make a sensible decision in terms of adopting a standard code that was developed at a great length of time, over four or five years, to help people have better access to public transport. So that is the interest that I want to declare.

The second point I want to make is one very important one ...

Sorry, just to build on that. It is rumoured that the most recent buses that Bus Vannin have sold have gone to FirstGroup to be operated in Bristol, which is a place that does not have every kerb dropped and it is a place that does not have all the stops adjusted to be reasonably accessed. It is a place that has lots of routes, and Bristol is a model for us to consider in our steering group, because if you go to Bristol, you have got a very clear guideline about what you can do if you are a mother and toddler, if you are blind, if you are in a mobility scooter or if you are in a wheelchair, and that is something that we could look to replicate in a Manx way for the Manx situation.

So next up, given blindness and reduced and impaired vision has come up, next up could be the RNIB Charter, which has been developed at great length to help people in public transport, and that is similar to the code for Class 2 mobility scooters, because it just helps us get through complicated situations by moving on to adopt industry standard codes.

To achieve that, we need to do at least two things. I am sure it will be more difficult than that in practice, but there are at least two things. One of them was hinted at very strongly by Mrs Sharpe first, and by others, and there is a mantra for the disabled movement that has been going around for 30-40 years and was originally adopted, I think, from middle European politics, and it is: 'Nothing About Us Without Us.' That is something that we should all try to remember – 'Nothing About Us Without Us.'

In other words, if you want to understand the experience of somebody who is blind, if you want to understand the experience of somebody who has got a Class 1 mobility scooter and a Class 1 wheelchair, a Class 2 mobility scooter, a Class 3 mobility scooter, try to understand their lives and what they are trying to do in those scooters and why they went to the expense of buying those vehicles, and why they use buses. It is no good just seeing it from your perspective, you have to do it.

The only point I would slightly raise was something Mrs Poole-Wilson said, because I think we did think about what would happen next after the Tynwald Council on Disabilities was disbanded, because we need to have that 'Nothing About Us Without Us' mentality across the public service. That is something that I hope we can get to. So that is the first general point, having established that codes are vital and then adding 'Nothing About Us Without Us.'

This comes on to the second general point that I hope we can all capture today and everybody around the public service can hear very clearly and that is: let's not ever be tempted to be gullible about all of these sorts of things. The history in the last three or four years is not quite so straightforward as it could be presented now in terms of the way that the law has developed. I am not going to go into it in detail, I have hinted at it enough in recent months, but the development in terms of the law is not quite so straightforward. Some of the myths even there in our excellent Teams meeting, constructive Teams meeting, that were being fermented, are just that: I suspect they are just myths. So we cannot afford to be gullible in all of this, we have got to say, 'Prove what you have just said.' There was lots of talk in that meeting about 50 miles per hour bus journeys, but as far as I can see from the Isle of Man Constabulary website the speed limit in the Isle of Man for buses is 40 miles per hour. I am not going to get into what the situation is, but as

far as I can see, the speed limit for buses is 40 miles per hour according to the Isle of Man Constabulary website.

In terms of safe use, we have seen the Centrebus example and the FirstGroup bus example, in terms of safe use. In terms of kerbs and dropped access, it might well be helpful, but you know Bus Vannin has excellent buses; all of its buses are low-floor which do suit wheelchair and mobility use. But it also has excellent minibuses that have lifts that go up and down, that can handle people who have real disabled needs in their back gardens, never mind whatever kerbs that are nearest to them, because that is how they are used every morning and every evening to get hundreds of people to care facilities, and to health facilities, and to educational facilities.

So nobody involved in the steering group can afford to be gullible. We need to basically check the facts. It was asserted to us, categorically, that the international standards under the UNECE were being changed by 2023. I asked for evidence of that, and I have not seen it as yet in the week since the meeting. So that is the third point that I want to stress.

I just want now to summarise some of the other myths that might be out there in the public and at least we will then have something about this actual CPT code. The first one is: does it affect coaches? No, it does not. This is simply for low-floor buses designed for wheelchair access. It does not affect taxis, it does not affect coaches.

Does it affect wheelchair users? No, it does not, because the CPT code says if there is a wheelchair user who needs to have that space, they have priority.

Does it affect mums and toddlers? No, it does not. It is all about training, and reasonable, and understanding your neighbours. It is about the COVID-19 spirit in the Isle of Man. It is actually about working together and understanding that you are creating accessibility for everybody through understanding each other's needs.

Does it allow golf buggies to go on buses? No, it does not. To take advantage of the CPT code, you have to be using a CPT code-approved vehicle and you have to be disabled, and so on, and so on. So they are some of the points.

I just want to close, then, with two advantages for the Manx people and the Manx country and nation of people. In terms of the people first: if we just make this simple change of adopting the CPT code, we end up with a set of people, a group of people – as wide as possible if we go into other people with other disabilities – who have a little credit-card-sized picture, which will mean that they have been approved in the Isle of Man by the same standard as in Bristol and everywhere else in the British Isles that uses this system. So they would be able to show that to the airport, because all the airlines take mobility scooters, for instance.

They will be able to get off at whichever airport they go to, because the airport buses mostly use the same Citaro buses that we use, and they will be able to use the airport bus because they have got a little credit-card-sized picture to show that they have been trained on how to use it and how to get on. Then they will be able to get on the local bus, beyond the airport bus, to go round the town where they have gone to, which is one of the reasons for having these mobility scooters.

So that is the advantage to people, and it will be the same for all of the other things like RADAR Keys, and like RNIB Charters, and all the other things that are very clearly laid out in terms of certain towns' prescriptions.

The second point that collectively benefits us, is we are a proud nation about our compliance with international standards – and it must be quite embarrassing to all of us when I point out that we have not actually managed to make any progress with the UN Convention in respect of the rights of people of disabilities. It was quite troubling for us because we did not have the Equality Act for a long time. We do now have the Equality Act. It would be very embarrassing for us if we did not meet, through the UK, the standards that are required to get a good assessment for the UK when it comes to it. And through this sort of measure and transferring this sort of measure into other places in a *reasonable* way, making *reasonable* adjustments, fairly soon we will be able to ask the United Kingdom to sign us up to that Convention. And won't we all be proud of that?

645 I beg to move, and I hope everybody will support my motion, as amended by Ms Edge and Mr Hooper; and I appreciate everything that Mrs Christian and the Minister have done to facilitate making such great progress today.

**The President:** Thank you, Hon. Member.

I first put to the Court the amendment in the name of Ms Edge. If that succeeds, it will become the substantive resolution.

650 Those in favour of the amendment, say aye; against, no. The ayes have it. The ayes have it.

I put the resolution, as amended. Those in favour, say aye; against, no. The ayes have it. The ayes have it.

**15. Tynwald Commissioner for Administration –  
Item not moved**

The Hon. Member for Douglas Central (Mr Thomas) to move:

*That a Committee of three Members of the Legislative Council be appointed to review the working of the Tynwald Commissioner for Administration Act, with special reference to (i) governance; (ii) scope of duties; (iii) adequacy of financing; (iv) operations; (v) system for reporting; (vi) cooperation from bodies which are investigated and (vii) follow up by listed authorities of investigations and reports of the Tynwald Commissioner for Administration; and, notwithstanding the provisions of Standing Order 5.5(2), that the members of the Committee continue beyond the Dissolution of the House of Keys in 2021 and that the Committee report with recommendations by April 2022.*

*The following documents are relevant to this item.*

*Tynwald Commissioner for Administration Third Annual Report July 2020 [PP No 2020/0153]*

*Tynwald Commissioner for Administration Second Annual Report July 2019 [PP No 2019/0104]*

*Tynwald Commissioner for Administration First Annual Report July 2018 [PP No 2018/0119]*

*Tynwald Commissioner for Administration Report on a Complaint made against the Department of the Environment, Food and Agriculture [TCA1801]*

*Response to Tynwald Commissioner Case TCA1801 [GD No 2019/0036]*

*Tynwald Commissioner for Administration Report on Case 1806 [TCA1806]*

*Tynwald Commissioner for Administration Refusal to investigate a Complaint – Statement of Reasons [TCA 1810]*

*Tynwald Commissioner for Administration Report on a Complaint Made Against the Department of Environment, Food and Agriculture (DEFA) Case TCA 1818 [TCA 1818]*

**The President:** Item 15, Tynwald Commissioner for Administration will not be moved by Mr Thomas.



## APPENDIX 2





**Isle of Man  
Government**

*Reillys Ellen Vannin*

All Tynwald Members

**infrastructure**  
bun-troggalys

Office of the Minister  
and Chief Executive

Contact: Hannah Griffiths  
Telephone: (01624) 686105  
Email: hannah.griffiths@gov.im  
Date: 1<sup>st</sup> November 2021

Dear Mr President, Mr Speaker and Honourable Members,

### **Accessibility to Bus Services**

At the October sitting of Tynwald last week, I agreed to provide Members with a written response to a number of the questions that were raised during the debate regarding the above.

I have now had the opportunity to obtain further information, and can advise as follows:

*"Has the will of Tynwald been thwarted and the Isle of Man has not yet adopted the [CPT] Code [of Best Practice], despite the fact that Tynwald resolved that we would formally adopt that international code."*

**Response:** The Motion agreed by Tynwald in April 2021, was that:

"Bus Vannin should commit to adopting the United Kingdom Confederation of Passenger Transport Voluntary Code of Best Practice for the use and acceptance of mobility scooters on low floor buses adopted to carry wheelchairs *in a way that is appropriate to the Isle of Man* whilst recognising the policy approach of the Government to be in line with UK Equality Act related Codes of Practice and Guidance".

The Department is currently investigating how to adopt the code of best practice in a way that is appropriate to the Island. As I advised Tynwald last week, part of this process was a focus group meeting with wheelchair and mobility scooter users that has already taken place to discuss the adoption of the code. The findings of the focus group and the consultation responses will be considered by the steering group, which will in turn make a recommendation to the Department.

I am therefore able to categorically state that the will of Tynwald has not been thwarted, and we are working towards achieving this.

*"Whether this delay [in adopting the CPT code] provides further risk in respect of our compliance with the UK's compliance on our behalf with international obligations?"*

**Response:** As the former Minister for Policy and Reform, Minister Harmer replied to a written question from Mr Thomas in January 2021, the UN Convention on the Rights of

**Department of Infrastructure**  
Sea Terminal Building, Douglas, Isle of Man, IM1 2RF

Persons with Disabilities (CRPD), which was adopted in 2006, is the main international human rights treaty dealing with the rights of persons with disabilities.

No decision has been made about the extension of the UK's ratification of this convention to the Island, but the Cabinet Office had hoped to begin coordinating a review of compliance during 2021. Unfortunately, due to other pressing commitments and staff limitations, the Cabinet Office has been unable to start this review.

Since the UK's ratification of the CRPD has not been extended to the IOM, there is currently no obligation on the Island to comply with its provisions and any areas where the IOM does not comply with convention have no impact on the UK's international obligations under the convention.

The UN Convention of the Rights of the Child (UNCRC) does extend to the Isle of Man and Article 23 of this convention concerns children with disabilities. It is not clear however whether any delay in the Isle of Man adopting the CPT Code of Practice, or a decision not to adopt the Code, would have any significant impact on the UK and Isle of Man's compliance with this article of the UNCRC. The Department also has no information regarding the number of children (ie under the age of 18) in the Island who use mobility scooters, so would be unable to assess extent of any potential impact of this convention upon Bus Vannin, and the Department.

*"That there might be a risk of another tribunal case in the near future if there is a perception that the Isle of Man Government, the Department of Infrastructure, Bus Vannin, is not doing what is necessary to apply British standard, widely adopted codes in this respect?"*

**Response:** The public record of Hansard evidences the Department's commitment to adopt a version of the Code that is suitable for the Isle of Man. As has already been stated above, the process to develop this has already begun with the stakeholder engagement processes, and will now be progressed by the Bus Vannin Accessibility Steering Group.

As is the case with any other administrative and operational matters and decisions, there is always a risk that individuals will seek recourse to legal processes and procedures, including the Tribunals Service, to challenge Government decisions. It is hoped however, that the work currently being undertaken will encourage mobility scooter users that such action is not necessary.

*"more explanation about who is able to represent disabled people and who is not able to represent disabled people"*

**Response:** Appointment of additional members of the Bus Vannin Accessibility Steering Group will be discussed at the next meeting of the Group. This will include the identification of a clear and transparent appointment process.

*"Will the scope of the report about accessibility cover school children having to walk great distances (Sound/Calf of Man into Port St Mary) to access a bus service?"*

**Response:** The scope of the Accessibility Committee is to make recommendations to the Minister for Infrastructure regarding the adoption of the CPT Voluntary Code of Best Practice for the use and acceptance of Mobility Scooters on low floor buses and the strategic direction for accessibility to Bus Vannin services.

It will not include school children having to walk great distances to access a bus service. I can confirm that there is no legal duty for the Department to carry school children and it is not possible to deliver a sustainable bus service which enables every child to be picked up within close proximity to their home. Some children will have to travel further to access a bus service.

I hope that the above provides Members with the further information requested during the October sitting of Tynwald.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'T Crookall', with a stylized flourish at the end.

**Hon. T Crookall MHK**  
**Minister for Infrastructure**



## **APPENDIX 3**





## **ACCESSIBILITY THEMES FROM THE STAKEHOLDER WORKSHOP**

**COMIS HOTEL, 14<sup>TH</sup> OCTOBER 2021**

### **Infrastructure**

- Accessible Routes
- Dropped kerbs
- Street Furniture & Bins blocking sightline
- Issue regarding the camber of the pavements
- Narrow footpaths
- Not enough disabled parking M&S end of the promenade

### **Information**

- Electronic Information
- Electronic information, enabling you to know if the accessible space is already taken
- Provision of information about accessible routes
- Information phone line
- Large print for bus timetables and other information

### **Bus Design**

- The ramps are slippery when wet
- Handrails get in the way – Volvo handrails fold

### **Regulations**

- Parking on pavement needs stronger regulations
- Disabled parking for half an hour is too short

### **CPT Code**

- Needs to be in large print
- Information about how to determine scooter size needs to be available
- Ability to use the card in the UK?
- Not necessarily want to sit on the scooter whilst travelling on the bus – is it possible to not do so?
- Happy with a staged approach
- Would like ongoing dialogue



## **APPENDIX 4**



## **Bus Vannin Code for the use and acceptance of Mobility Scooters.**

### **Mobility Scooters**

The Number 21 bus route has been selected to trial the carriage of mobility scooters on the Isle of Man. Class 2 scooters with 3 or 4 wheels will be accepted on the Number 21 route provided they are no more than 600mm wide and 1000 long, with a turning radius not exceeding 1200mm, and subject to other criteria set out in this leaflet.

The weight of the mobility scooter plus the scooter user must be under 300kg, which is the safe working limit of the ramp. Class 2 mobility scooters generally weigh 65kg, leaving 235 kg (approximately 37 stones) allowance for the user. It is the bus driver's discretion to confirm that the mobility scooter and user are within the safe working limit for the ramp. If the driver considers the weight to be in excess of this, then the intending passenger will be politely refused entry onto the vehicle and offered an appropriate explanation.

Class 3 mobility scooters are larger and are capable of travelling at 6-8 mph. As road legal vehicles, they are not suitable to be carried by bus and will therefore be refused for carriage. They can also easily be identified, as they must be fitted with front/rear lights, hazard warning lights and a manual brake. Mobility scooters fitted with all-weather hoods and pull down sides are also unsuitable for travel as they raise the centre of gravity and prevent all round vision while manoeuvring.

The mobility scooter will only be carried provided it does not pose a danger to other occupants of the vehicle, and must be maintained in good working order. No battery or electrical or mechanical equipment should be exposed, or be leaking any fluid, and is not modified or customised such that it represents an obstruction or other hazard to other passengers. The mobility scooter should not be overloaded with any items that would make the scooter unstable (eg shopping bags).

### **Travel Permit**

Mobility Scooter users must have their mobility scooter assessed and approved as suitable for carriage on Bus Vannin and obtain a standard permit for travel before being carried. This approval needs to cover both the design of the mobility scooter and the ability of the user to control and manoeuvre it safely.

Assessment and on-bus training from Bus Vannin is needed before travelling on the bus for the first time, and the mobility scooter user must be trained in manoeuvring up and down the ramp, and within the bus. The ramp must be accessed head-on when boarding and alighting the vehicle to reduce the risk of accidents. The ability to perform these tasks safely and in a reasonable amount of time is requirement before Bus Vannin will issue the permit to travel.

Approval will be issued in the form of a "permit for travel" which will be of a fixed duration of xxxxx, as users' health and abilities may alter over time. The permit will also contain the conditions of the use and the user should show this permit to the driver on boarding the vehicle.

### **Travelling on the Bus**

Once on board, users should put their mobility scooter in the designated wheelchair space, reversed up to the backrest. The mobility scooter motor must be switched off and the

parking break securely applied. It is a requirement that the passenger remains on the mobility scooter once it is parked in the designated wheelchair space, and uses the handrails provided to assist with stability and restraint of the mobility scooter. These requirements are essential for the safety of the mobility scooter users and other passengers, and failure to comply could result in the withdrawal of the permit for travel.

If the wheelchair space is already occupied by a wheelchair, it will not be possible for the scooter user to travel. If the space is already occupied by a pram, the driver will request that the pram be folded, to make way for the wheelchair or mobility scooter. However, if this is not possible, it will not be possible for the wheelchair or mobility scooter to travel.

Bus Vannin reserves the right to withdraw the permit to travel in the event of misuse of the mobility scooter, by the holder of the permit.

## **APPENDIX 5**







