

ALL Aboard Project Steering Committee

Meeting 1 Minutes 03/09/2020

Attendees

Al Crabtree (Project Coordinator/Chair)

James Clowes (Star Support for You)

Ailsa Speak (supported by Eileen Speak)

Rachel Harrison (DPV)

1. Introductions
2. Meeting admin
 - a. Terms of Reference/responsibilities – all agreed
 - b. Expenses – all agreed
 - c. Recording of meeting (for minuting later) – Skype recording did not work
3. Project Outline

AC talked through the resources already designed and ideas for further development.

JC mentioned that he is a trained Graphic Designer so would be interested in seeing and being involved in the logo/branding design ideas already produced. AC to send designs to all Committee Members.

Discussion around issues that members have encountered when taking rail journeys and how these may impact on use in the future.

- RH found it was easier to get help if assistance had been booked even if not using booked train as staff were aware that you were coming
- JH and AS noticed that rail staff take less responsibility for helping if you travel with a PA.
- JC and AS have both had experiences where they were stuck on a middle platform with no working lift and had to catch another train and travel to another station to either change to a train which would get them to the correct platform or arrange for a car to pick them up.
- Not enough wheelchair spaces – more people using wheelchairs are travelling by train.
- Should provide area to park pushchairs so they don't take up wheelchair spaces.
- Train guards were generally very helpful
- Good experiences of other passenger's behaviour
- All members could relate experiences where they had a problem but no way of contacting the guard. Can the emergency alarm be used without penalty?
- Lack of communication between stations, especially when using different rail companies from SWR ie. Catching a Southern Railway or Cross Country train. Staff on board should know who is on the train and their needs and ensure they are in the correct carriage to safely disembark at their destination.

- Lack of communication in regard to equipment being out of order at destination stations and on the train – ie the toilet/lift
- RH advised that guards may open an out of order toilet on board for disabled passengers if it's possible. The same may apply to a station lift which is out of order.
- Lanyards or badges would be good to show which members of rail staff had been trained and increase confidence in their being able to help.
- Certain stations seem better than others with regard to staff helpfulness and knowledge.
 - Good stations identified were: Southampton, Eastleigh, Southampton Parkway, Portsmouth, Brighton (not SWR)
 - Station where member had not had a good experience were: Fareham, Havant, Clapham Junction. At Fareham when AS was trapped on the middle platform (see above) the member of staff was extremely unhelpful and shouted across the station rather than walking over the footbridge to assist.

4. Evaluation ideas and Outcomes

All agreed that a lack of confidence is a barrier to using rail travel. It is easy to be put off by small issues but the more you use the train the more confidence and knowledge you have of the system. Hopefully the project will help users and their families to have more confidence.

5. AOB

- a. Next meeting to be held in January. Date tba.
- b. RH to send AC contact details for Jim Murray

Actions

Send further information to members:

AC

Travel guide pp

logo/branding design ideas

SWOT and Ideal World thinking sheets

checklists

evaluation questionnaires and survey link

Ask SWR re. emergency alarm

AC