

# ALL Aboard Project Steering Committee

Meeting 3 Minutes 14/09/2021

## Attendees

Emma Hurst (Project Coordinator/Chair)

Ian Edwards (SWR employee)

Lynne Edwards (ex SWR employee)

Patricia Moody (Leonard Cheshire Volunteer Coordinator)

Chloe Atkins (Head of Fundraising, Rose Road Association)

## Apologies

Rachel Harrison (DPV) – now resigned from the Steering Committee

Al Crabtree (Parent/Carer)

James Clowes (Star Support for You)

### 1. Introductions

Lynne Edwards and Patricia Moody were welcomed onto the Steering Committee. Lynne has worked for SWR in the past and is now a wheelchair user so has valuable insight from both a provider and user perspective. Tricia is Volunteer Coordinator for Leonard Cheshire in Hampshire, Isle of Wight and Surrey and works with many disabled people who use public transport.

Unfortunately, Rachel Harrison has decided to step down from the Steering Committee as she has not used trains since the start of the pandemic. Al Crabtree very much wants to remain involved and is planning to meet Emma for an update next week. James is on A/L but still very supportive of the project.

### 2. Project Progress

#### a. Travel Ambassadors and testing of routes :

Three more Day Services (Thrive Chandlers Ford, Winward Netley Abbey and Southampton Mencap) have signed up as Travel Ambassadors, alongside Outreach Service Users from Rose Road. Thrive had not used trains since before Covid and are slowly building up their confidence, starting with shorter trips. Ian is keen to get people to sign up for Try the Train days to further build up people's confidence. Tricia has two volunteers who are keen to test trips and will contact Emma.

**ACTION : EH and IE to try and arrange date for a small group to Try a Train Day**

#### b. Travel Folders and destinations :

Travel Folders are given to each Ambassador and prepare the individual on what to expect on their journeys along with easy read checklists on stations and PCS symbols to allow people to plan their trips and know what to expect. Sixteen destinations have been completed along with station plans and photo maps. The Committee discussed the inconsistency of what to expect at stations (for example, lifts not working, inaccessible exits from some stations) and that not all staff were aware of what was and wasn't available. When booking assistance on the phone it was felt that it would be helpful for staff to have information readily available so that a traveller was prepared. The Passenger Assist app is trying to address some of these issues but, at the moment, not everybody uses the app.

c. Ordinance Survey :

Chloe updated the Committee on the charity cooperate partnership Rose Road has with Ordinance Survey. OS has provided the Association with the OS app so that we can start recording destination journey features with the long term aim to make accessibility features standard to all their mapping services. It was agreed that this would be a huge gamechanger to many disabled people across the country. Lynne explained that if she is going out on a walk she has to use multiple resources to check that the route will be wheelchair accessible. Tricia said that Leonard Cheshire might be able to help with the testing of any accessibility features, nationwide if necessary. It was acknowledged that this piece of work is very exciting and that other organisations outside of Rose Road would need to get involved.

d. Sensory Stories and Board Game :

The Sensory Stories are being disseminated and given to interested parties, in particular those who do not feel able to currently travel by train. Al Crabtree has very kindly updated the board game and secondary schools with SEN units in the area are being approached to see if they would find the game a good way of raising awareness around disability and travel.

e. Day in the Life Film :

It is proposed that this film echo the Rose Road Association ethos that young people with severe disabilities should be empowered to make their own choices. The film will therefore take the form of a Visual Story so that a young person will know what to expect on their journey and where to go for advice and information. Lynne reminded the Committee to include information on 50/50 concessions for wheelchair users. A young film maker has been approached and he is going to prepare screen shots in the next two weeks. It was agreed that these will be shared with the Steering Group for feedback.

**ACTION : EH to circulate Shot List to Steering Committee for feedback when it becomes available**

f. Milestones review :

The project is still behind on the testing of journeys, mainly because of peoples reluctance to travel because of COVID. Emma reported that since the end of the

Summer holidays there has been more interest from local day services and it is hoped that uptake will continue to increase. Ian is very keen to get people on Try a Train Days.

3. AOB :

The idea of testing out the trains on the Isle of Wight was suggested by Tricia. Ian informed the group that the IOW was currently being updated but that it might be an interesting exercise for Travel Ambassadors to test the replacement transport systems in place.

**ACTION : EH to investigate testing of IOW network and liaise with PM.**

Next Steering Committee scheduled for February 2022.