

Date of meeting: Wednesday 22nd February 2023

Time: 10:00-12:00

Location: Virtual online meeting & Greater Anglia office

Attendees:

Accessibility Panel members present:

PC

DB

JP

JW

Train operator representation present:

JB - Greater Anglia

SL - c2c (Meeting Secretary)

Apologies and resignations:

CF

SB

Agenda Item 1: Industry Updates

- GBRTT are currently working on a National Rail Accessibility Strategy consultation which they have requested assistance on as they require some case studies to bring it to life. They've requested case studies around the following themes: removing physical barriers, improving information and assistance, inclusive design and collaboration and engagement, and training and awareness.
- Last year, RDG visited train operating companies to see passenger assistance in action. They also met with a variety of staff including assistance providers, control room staff, station staff and A&I leads. The visits helped to understand where strengths and weaknesses lay and how the passenger assist toolkit was being implemented.

Actions	Owner
Panel members to send case studies to SL & JB as soon as possible	All panel members

Agenda Item 2: GA Update

- For the last three months, GA has had 7,286 assistance requests. Francisco Escobar has developed a dashboard in PowerBi to pull data from the assistance system so they can monitor demand at stations and at certain times.
- There are now 13 virtual tours available with the latest station being Ely. GA has been working with their supplier to produce a virtual tour of London Liverpool Street and all new trains which will be ready for the end of March.
- A panel member asked if Stratford will have a virtual map. It was confirmed that this was on the list and was meant to be done this financial year, however, certain permissions are required and still haven't been received. GA will keep pursuing.
- A panel member confirmed that the maps have provided help and confidence within their friend's travels.
- A panel member asked if the maps were generating views. It was confirmed that there is a need to promote the maps further. A panel member further noted that you have to search for it even knowing that it is there and needs more visibility. GA will work with their marketing team to promote these more.
- GA have launched their accessibility refresher training e-learning modules which are split for customer-facing staff and non-customer-facing staff. Both modules are designed to meet the ORR's mandatory learning outcomes and include specific case-studies from customers.
- Work on the design/placement of wheelchair space stickers is currently undergoing a trial on four units with conductors providing feedback. If successful, this will be rolled out across all units.
- The Colchester lift replacement project is ongoing and will be completed on 31st March 2023. There has been an issue with the stairlift. This needs to be replaced which can take around 20 weeks. This does mean that if customers are unable to safely use the stairs, they will not be able to board / alight services that depart from / arrive onto platforms 1 & 2 (island platforms). GA have got two accessible minibuses which have been taking customers to / from Manningtree and Marks Tey. If possible

(depending on the time of day), GA have re-platformed trains to the step-free side of the station.

- GA have submitted applications to receive funding for Changing Places toilets at four stations: Audley End, Great Yarmouth, Lowestoft and Manningtree. Muscular Dystrophy UK reviewed the applications and recommended that Great Yarmouth and Lowestoft receive funding. This is now with DfT. Further funding is available, so Muscular Dystrophy UK are going suggest Audley End and Manningtree for this.
- The Mystery Shop programme will be started soon. Panel members participating will be contacted.

Actions	Owner
Additional promotion of the virtual maps e.g. marketing and placement on website	Greater Anglia

Agenda Item 3: Greater Anglia Rail Replacement

- TfL will be redeveloping the Newbury Park Station east car park into 250-300 new homes, retail facilities, green space and improving the A12 & transport interchange. This is part of a Mayor of London commitment to build affordable housing.
- This does mean that there will need to a relocation of the rail replacement hub from Newbury Park to Redbridge. This has no confirmed date yet.
- Newbury Park has step-free access to all platforms, but Redbridge is not accessible for all passenger groups and so there needs to be an accessible rail replacement option for all customers.
- This has been ongoing for over two years and ten stations have been reviewed with on site visits. A number of other stations were rejected without site visits.
- Unfortunately, there were none able to offer sufficient space to run the operation and be accessible. Redbridge was chosen due to car park space, proximity to an accessible option, road access and journey time.
- TfL considered Redbridge for access conversion which would have involved a secondary entrance with a lift and staircase from within the car park to the platform. However, this would reduce the car park space available and render it non-viable for rail replacement.
- The car park will require minor remodelling for rail replacement access.

- GA are proposing an accessible shuttle bus service between Redbridge and Newbury Park with a transit time of 5-10 minutes with a minimum of one vehicle at each station. This will be offered to customers who are unable to use the stairs at Redbridge – e.g. customers with disabilities, customers travelling with buggies, older customers.
- The average waiting time would be 0-10 minutes with a maximum wait of up to 20 minutes and would be managed around the timetable to maintain a consistent service at both stations.
- The capacity of the minibus is a minimum of one wheelchair and 6-16 seats.
- Provision will be monitored and extra vehicles can be added if necessary.
- A panel member asked if there was any room for expansion/capacity due to the growing population of elderly passengers. GA confirmed that they will be monitoring the usage and will add extra vehicles if required.
- A panel member asked if they are confident that they can match demand. GA confirmed that these are pre-booked vehicles and they are working with the largest supplier in the area that specialises in accessible public service vehicles.
- A panel member noted that the Newbury development should have access consultants who should have provided the feasibility stages and designs.
- A panel member asked if Redbridge could be altered in the future and that they would like to see floorplans of the station. GA will discuss this with TfL to see if these can be released.
- A panel member asked if the mini-buses would be added into the timetables. GA confirmed that they would make a note of that and investigate further to ensure customers are aware of the extra transit time for the accessible option during journey planning.

Agenda Item 4: c2c Updates

- c2c has been experiencing more and more lift failures due to them reaching end of life such as West Ham and Chafford Hundred. These two lifts in particular are currently undergoing works to improve the service. West Ham is currently undergoing a full replacement and Chafford Hundred is currently installing an electrical room which is to improve the reliability of the lift.
- In addition to West Ham and Chafford Hundred undergoing works, Barking lift unfortunately flooded and is still waiting for parts to arrive. In this instance, comms

regarding West Ham was for passengers who required the jubilee/district line at West Ham to instead change at Barking and change there, however, with the lift going out of action fairly early into works warranted a change in response. Passengers who were leaving/entering Barking station were advised to instead use Upminster station or in the event that this wasn't possible then a taxi would be arranged.

- A number of other lifts have also gone out of action and c2c are reliant on parts being transported into the country which include Leigh on sea and Basildon platform 1. Dagenham Dock also has a lift out of service.
- With all the changes to our services, the customer relations team have nominated an accessibility champion to be an extra set of eyes on pre-booked assistance. With more people booking through the Transreport app, passengers may not be aware of the changes to step free facilities and would be blindsided upon arrival at the station.
- The new accessibility champion in customer relations contacts passengers who have booked assistance and arranges for alternative journeys. They are also the voice of accessibility in their team.
- c2c branding has been updated to create a more consistent level for marketing campaigns. The branding hasn't been altered since 2016 where the big change came from our logo. This time was more focused on the mascot and illustration style. The illustration style wasn't really a style as it consisted of what the third party design company thought would be best but with the introduction of Charlie then c2c will be able to keep their marketing in line and recognisable.
- In addition to this, there is a massive project for taking them items with old branding with the new branding style.
- Barcode ticketing is on the way for late Summer this year which will involve the majority of c2c stations having barcode readers on ticket gates. The only exceptions to this are West Ham, Stratford and Barking. Season tickets will not be available on barcode at launch and customers using the barcodes will have to manually apply for delay repay but this should introduce a new way of passengers being able to purchase tickets that aren't necessarily a smartcard or paper ticket.
- c2c's new head of stations as well as the new area manager have identified key areas where accessibility is a core feature that needs to be improved throughout the route. Part of this is the mobile units who manage a series of stations on the route. These are on the Essex route as well as Thameside. London stations are currently fully staffed. In addition, they have purchased tablets for all stations. Stations currently have very outdated tablets which are not compatible with most apps so with

the change in what resources our stations, this will allow our stations to have access to crucial information more quickly than relying on emails. The apps that can be installed on this include Arrakis which is an information system designed to give the most up to date information from our control centre, the transreport staff app as well as any other customer experience apps that could benefit the staff.

- c2c’s security contractor, Amulet, has also chosen an accessibility champion who has identified key issues such as communication and resources. Due to a high turnover rate, training can be patchy and this is a key issue that they are looking into.

Agenda Item 5: SMS messaging

- c2c’s customer relations team will contact passengers about needing to change any assistance that is booked. The only problem with this is that 4 times out of 10, the customer will either not answer their phone or check their emails. With these instances, c2c are reliant on station staff on communicating with our passengers about the changes and this does not provide a good experience for passengers.
- As such, c2c are looking into implementing SMS messaging for assistance requests that need to be altered.
- This will be via an online portal that our customer relations team can use which will send an sms with the relevant details and a request to contact the team so that assistance can be altered.
- Of course, sending an sms will be entirely dependent on whether the passenger has provided a phone number and has given consent on whether they can be contacted.
- As our customer relations contact passengers a minimum of twice a week, and more now that we have a series of lifts out of order, we believe that this is an efficient way of getting in touch with passengers and informing them of their pre-booked journeys.
- If this is successful then we can look into expanding what can be sent via sms.
- A panel member noted that it all depends on the length of time a passenger is contacted. If a passenger is on the train when they get a notification that they won’t be able to use their destination station then it causes panic. They noted that guidance needs to be given.

Actions	Owner
Panel members to provide feedback for the agenda item due to not having enough time	All

e.g. good and bad experiences along with other methods of contact	
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Agenda Item 6: Roundtable

- A panel member asked about implementing gender neutral facilities and how both operators are managing existing facilities.
- A panel member asked about multi-faith rooms and if they are plausible in the future. c2c confirmed that stations are currently too small but could be part of projects in the future.
- A panel member noted that the lifts at London Liverpool Street are difficult to locate, slow and that the waiting area isn't a positive experience. They also noted that whilst the wayfinding is getting better, it still isn't where it needs to be and visually impaired passengers with guide dogs would struggle. GA confirmed that London Liverpool Street is being redeveloped and the panel expressed interest in seeing provisions. However, GA said that they would raise the points to Network Rail to see what can be done before the redevelopment.

Actions	Owner
Information about gender neutral facilities	GA & c2c
Information about London Liverpool Street development	GA
Investigate the lifts at London Liverpool Street	GA