

**Date of meeting: Wednesday 14th June 2023**

**Time:** 10:00-12:00

**Location:** Virtual online meeting & Greater Anglia office

**Attendees:**

**Accessibility Panel members present:**

PC

DB

CF

JW

SB

**Train operator representation present:**

JB - Greater Anglia

FE - Greater Anglia

KG - Greater Anglia

SL - c2c (Meeting Secretary)

**Apologies and resignations:**

JP

**Agenda Item 1: Terms of Reference and recruitment**

- An updated Terms of Reference has been released to everyone in the panel and these need to be reviewed and signed by all panel members.
- If there are any issues with the Terms of Reference released, this needs to be made known to both Greater Anglia and c2c representatives.
- Recruitment has started to get as many panel members working as possible as the current group is too small to properly represent both routes sufficiently.
- PC commented that ten members would be an optimal number.

- CF asked if there would be a term of tenure in the future for panel members if refreshing the panel will be a regular occurrence. GA commented that we did not want to lose any of the current members as they have all provided valuable feedback and are all very valued in the group. However, this will be discussed further between the two train operating company.

Actions	Owner
All panel members	Review and sign the Terms of Reference
GA and c2c	Confirm any terms of tenure for the panel

**Agenda Item 2: GA update**

- Greater Anglia have released the staff mobile app from Transreport for passenger assistance and recently received praise from Rail Delivery Group for their staff engagement and success in implementing the app.
- Greater Anglia have created a bespoke system designed to track passenger assistance, both pre-booked and turn up and go. This system uses information from the passenger assistance program and shows the top twenty stations for both pre-booked and turn up and go.
- SB asked if the system was able to detect whether these were passengers who regularly use the route or only occasional passengers who do not travel often or at all? GA confirmed that passenger profiles are not shared on this system so there is no way of determining whether these are regular passengers using the same stations every week.
- CF asked if London stations are included in this system? GA confirmed that there are limitations with the system and this is something that is looking to be improved.
- PC asked what will happen with the data now it is being collected. GA confirmed that the data is already being used in reports and project planning to understand how stations will be impacted during works such as the lift projects ongoing.
- The virtual tours have finishing touches being placed, however, feedback from the last meeting about promotion has been implemented to increase the number of people using the virtual tours.
- Refresher training is underway and is being done as an e-learning course.
- There are two possibilities for Changing Places toilets at Yarmouth and Manningtree may get extra funding.

Actions	Owner
GA	Confirm if any projects are using the new system and how it is impacting the business

**Agenda Item 3: GA lift projects - Billericay & Chelmsford**

- The lifts at Billericay and Chelmsford are being replaced as they are near life expired and parts and services for existing lifts are not available.
- Billericay will be out of operation between the end of September 2023 to March 2024 and Chelmsford will be out of operation between the beginning of November 2023 to July 2024. They will not be at the same time to reduce impact to passengers.
- There has been a successful lift replacement at Colchester and new lifts will be prone to far fewer faults.
- Mitigation measures for the works include agency staff to assist customers, re-platforming of trains, customer communications including Twitter, GA website, Trainline and National Rail Enquiries. In addition, there will be briefings for all staff and use of accessible taxis off the rank to move customers to the next appropriate station.
- The feedback from the panel was that they were happy with the mitigations provided and that these had been thought out to provide as less impact to passengers as possible.

**Agenda Item 4: c2c updates**

- c2c are currently looking to trial a set of three British Sign Language departure boards at Southend Central for six months. These are large totems with interactive screens with a number of functions, however, primary focus will be solely for live train information with BSL translations.
- Southend Central was chosen as part of the trial as there is a prominent Deaf community in the area.
- The boards will have live information from the same source as our customer information screens so everything will be uploaded at the same time with no delays

for anyone. The boards will have live information from the same source as the customer information screens so everything will be uploaded at the same time.

- c2c's Customer Experience Manager was recently in Rome with Trenitalia and they saw some tactile wayfinding that could be used as part of the trial in addition to the BSL boards.
- JW confirmed that with tactile wayfinding, this has to be very obvious and should be felt with feet so that visually impaired passengers can follow through the station.
- JW confirmed that these will not appeal to all passengers with accessibility needs as wheelchairs may have issues with tactile paving so it cannot be as prominent.
- CF asked if there was a chance to see how RNIB provide wayfinding as they are the experts.
- JW confirmed that this would be able to be felt with a cane and won't impede others.
- SB asked what the metrics of success were for the BSL boards? c2c confirmed that they were not expecting a massive amount of users but it is a proof of concept.
- From the BSL boards, c2c have been working extensive with a local Deaf charity, Don't Shout Out, to increase awareness and promote the use of British Sign Language within the company and with the local community.
- 6 units have now been accepted by c2c with QPAC agreed (a list of defects to be corrected by Alstom)
- There has been a plan agreed for acceptance of the remaining 6 units on the basis of 2 units every 2 weeks.
- The driver training programme is underway and this will continue through the year until all drivers have been trained.
- The first 720/6 unit exams have been completed by Alstom at East Ham and Passenger train interface testing is now complete on the c2c route
- There was an objection lodged by London Underground to operate the 720/6 units, due to interference with their S stock on the district line. This has now been resolved and the objection withdrawn.
- The trains are going to have a few changes from GA as there will be no carpet and some seats removed from doorways.
- JW asked if the accessible area will be limited to only wheelchairs and bikes not allowed in the area. c2c confirmed this needs to be confirmed by fleet if there are separate areas for bikes.
- DB asked if the toilets will be any bigger. c2c confirmed that the toilets will be slightly bigger than previous models.

- PC asked if accessible areas will be a different colour to promote the area? c2c to confirm with fleet team.
- PC also mentioned that a ramp would always be needed as platforms are different levels at each station so the same like for like trains would not be necessary.
- An event is being planned soon to promote the new trains to both panels with c2c.
- DB asked where that would be held? c2c confirmed that it would likely be at Fenchurch Street, however, details will be confirmed nearer the time.
- A new customer survey has been launched which can be accessed via QR code at stations and trains. This is also available via the WiFi when logging in. These are generic questions such as station satisfaction, overall experience and additional comments.
- GA also confirmed that they have launched a similar survey as well as feedback cards on their route.
- For passengers who do not have access to smartphones, feedback cards are due to be introduced at stations.
- The Upminster bridge has been upgraded and is fit for purpose for another 25 years. New lights have also been added to the bridge by the handrails to improve visibility.
- PC asked if the lights at the top of the bridge could be removed as they could cause issues for people with sight impairments.

Actions	Owner
c2c	SL to give further information on upcoming events and projects

**Agenda Item 5: c2c training & station scenarios**

- The training we will be delivering will be completed by September, however, there are plans to increase the level of extra training that will be given to frontline staff throughout the year such as refresher ramp training during gateline refresher training as well as during a project from our Head of Stations to essentially retrain all frontline staff.
- The training will be provided via our online training centre and should someone not be able to access this, they will be invited to the training centre at Southend Central

to complete their training with the assistance of our Learning & Development manager.

- In addition, to the online module at a later date, there will be more briefings, refresher courses in accessibility features throughout the route and the chance to fully explore what c2c offers in regards to accessibility.
- PC asked if the panel could have access to the module?
- Station scenarios were provided and panel members can provide feedback.

Actions	Owner
GA & c2c	Provide the online module to the panel for feedback
All	Review station scenarios

**Agenda Item 6: AOB**

- DB asked about the process of passenger assistance as there has been a number of failures on their side? The handover protocol was explained as well as internal processes.
- DB asked about Limehouse lift and it was broken? This was due to power failures at the station but these have been fixed now and the lift is working once more.
- PC said that the GA maps were very helpful but has not checked the phone version and only web. PC also asked about neurodiversity and whether there will be any training about it?
- PC also asked about GBRT and whether it would continue? GA confirmed that there is not much information as of yet.
- JC asked if zoom would be used for the meetings? GA confirmed that zoom is complicated with the IT teams and this will be dependent on who attends in office.