

WMT Stakeholder Equality Group

Thursday 8 October 2020

1pm to 3pm



West
Midlands
Trains

Agenda

Welcome	1pm	5 mins
Apologies, Conflicts of interest reminder and inclusive discussion reminder.	1:05	5 mins
News - since we last met	1:10	15 mins
Our Stations		
Funding for minor accessibility works	1:25	10 mins
Trial of accessible planters	1:35	15 mins
BREAK	1:50	15 MINS
Station Neighbours – Bromsgrove	2:05	10 mins
Our Trains		
How busy is my train?	2:15	5 mins
Train accessibility programme	2:20	5 mins
Our Staff		
Diversity team update	2:25	10 mins
Staff training update	2:35	5 mins
Mystery shopping help	2:40	5 mins
Member news	2:45	10 mins
Sum up and close	2:55	5 mins

Apologies

Minutes

Are the minutes from the last meeting correct?



Conflicts of interest

Are you involved in any work or projects which means you might not appear independent and objective?



Being inclusive

Meeting etiquette

- Use the chat
- Turn of video and microphone unless speaking
- Raise your hand if you wish to speak
- Any issues – Luke Bodin is on the call



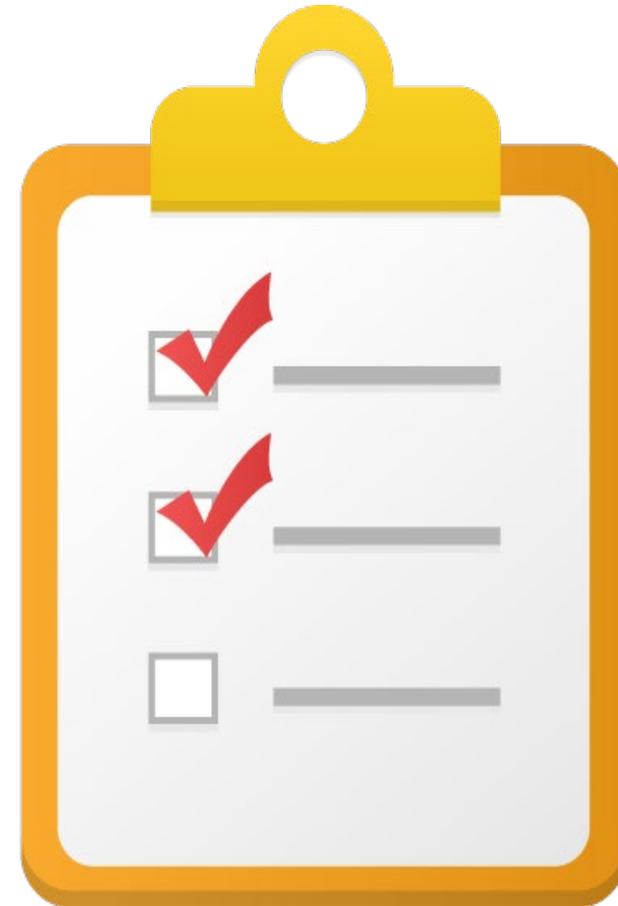
Actions from previous meeting

1. Contact Amy about SAP and Community Transport
2. Feedback on using Teams
3. Feedback on toilet wraps
4. Explore ticket counter concern at Stratford Upon Avon



Outstanding actions

- Invite Emily to help with Stations as Places documents
- Private online forum for SEG member discussion
- Agenda item on e-scooter trials



**Since we
last met**



Timetable changes

- Started on 7 September
- Up to 95% of pre-Covid capacity
- Longer trains on routes
- 1 in 3 staff members impacted by Covid-19



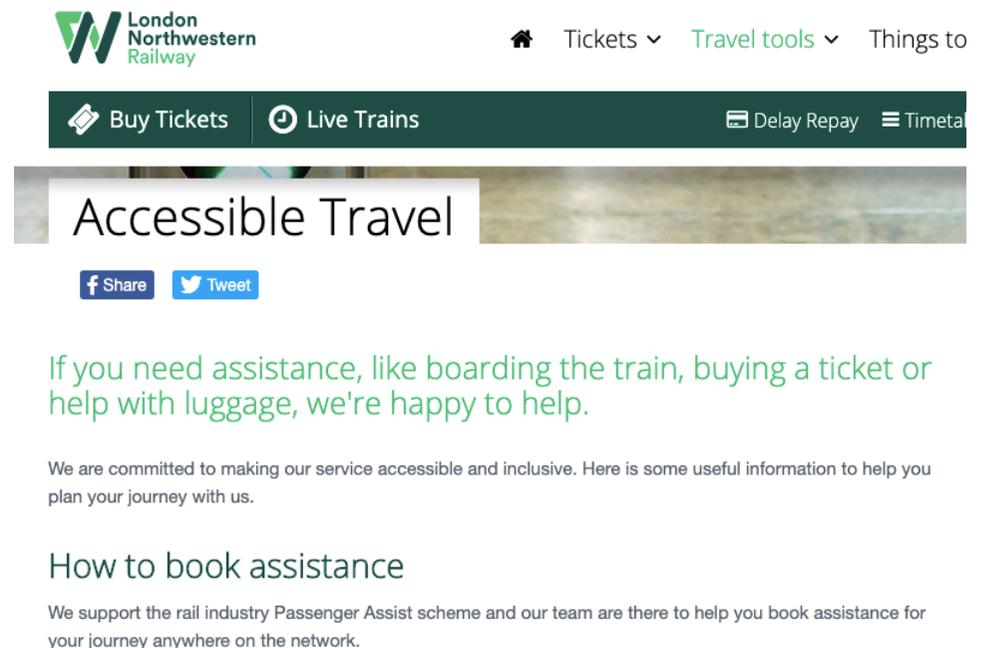
Affect of COVID / restrictions

- Passenger number around 25% of pre-Covid levels
- Numbers have been dropping due to local restrictions
- **Your experiences of travelling with us?**



Website page update

- Update text on booking assistance
- Sunflower lanyards
- Wheelchair/scooter sizes
- Copies of policies and leaflets



The screenshot shows the London Northwestern Railway website. At the top left is the logo. To the right are navigation links: Home, Tickets, Travel tools, and Things to do. Below this is a dark green navigation bar with 'Buy Tickets' and 'Live Trains' buttons, and 'Delay Repay' and 'Timetable' links. The main content area features a banner for 'Accessible Travel' with social media share buttons for Facebook and Twitter. Below the banner is a green heading: 'If you need assistance, like boarding the train, buying a ticket or help with luggage, we're happy to help.' This is followed by a paragraph: 'We are committed to making our service accessible and inclusive. Here is some useful information to help you plan your journey with us.' Below that is a sub-heading 'How to book assistance' and another paragraph: 'We support the rail industry Passenger Assist scheme and our team are there to help you book assistance for your journey anywhere on the network.'

EasyRead

- Accessible Travel Policy
- Made with passengers with learning disabilities
- On website or can be sent for free

How to use our trains



1

How we can help you



All train companies have staff to assist you during your journey.

Some stations don't have staff all the time.

If possible staff can meet you at the station and help you find your train.



They can put a ramp down if you need this.



Staff can help you with luggage.

If you need to use two trains or more, they can help you change trains during your journey.

Birmingham New Street Wayfinding Project

- Improving passenger experience at Birmingham New Street
- Pilot will involve a major overhaul of a platform, with a particular focus on signage.
- Due later next year

Transport Focus has invited SEG member to be part of this process



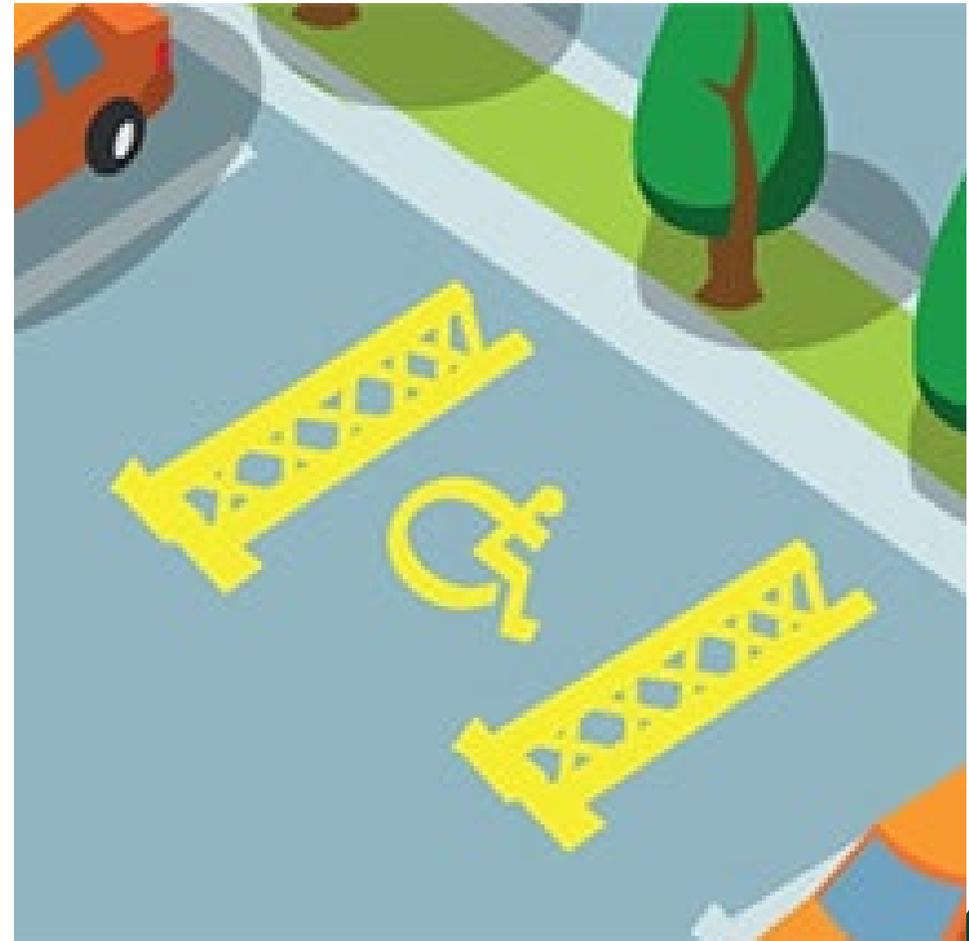
Funding for minor accessibility works



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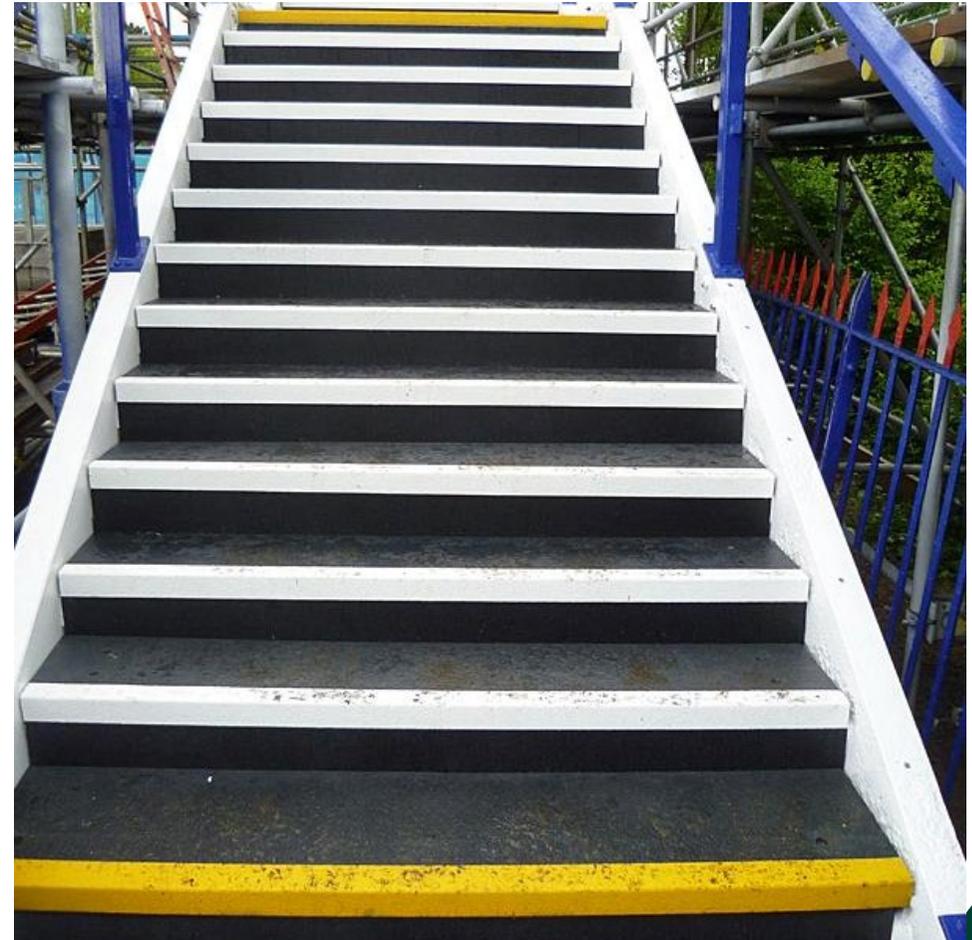
What is the “minor works” scheme?

- Must spend £329,000 a year
- Station accessibility only
- Small scale alterations
- Strict list of what it can be spent on
- Welcome your suggestions!



Examples of 'minor works'

- Accessible WC fittings
- Signage
- Handrails
- Step nosing
- Step tactiles
- Induction loops
- Dropped kerbs
- Blue badge markings



What are NOT minor works

- Not replacement
- Not repair (eg worn contrast nosing)
- Not tactile platform edge
- Major works (eg accessible WC plumbing or making bigger)



How can you help?

- Please email Rebecca Accessibility@wmtrains.co.uk
- As soon as possible for this programme
- All year round, every year



Trial of accessible planters

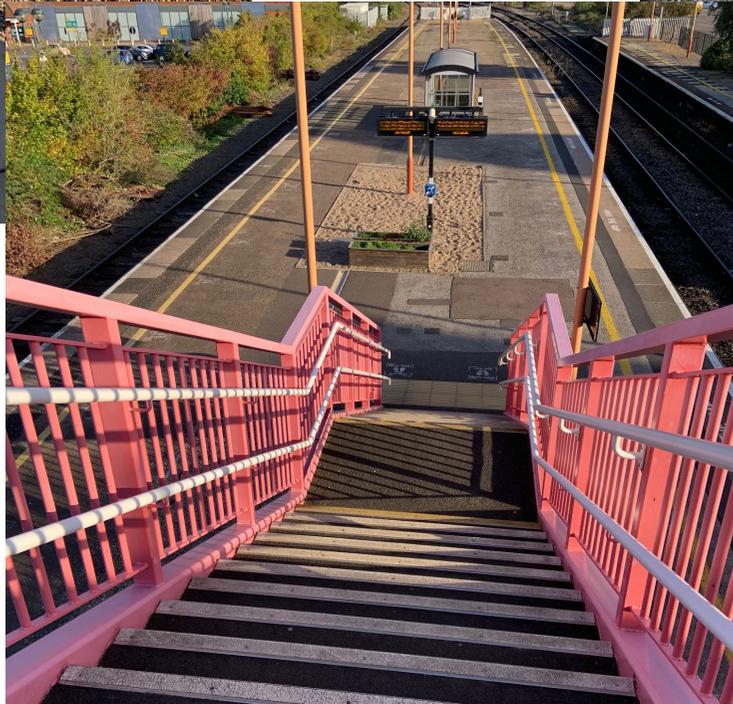
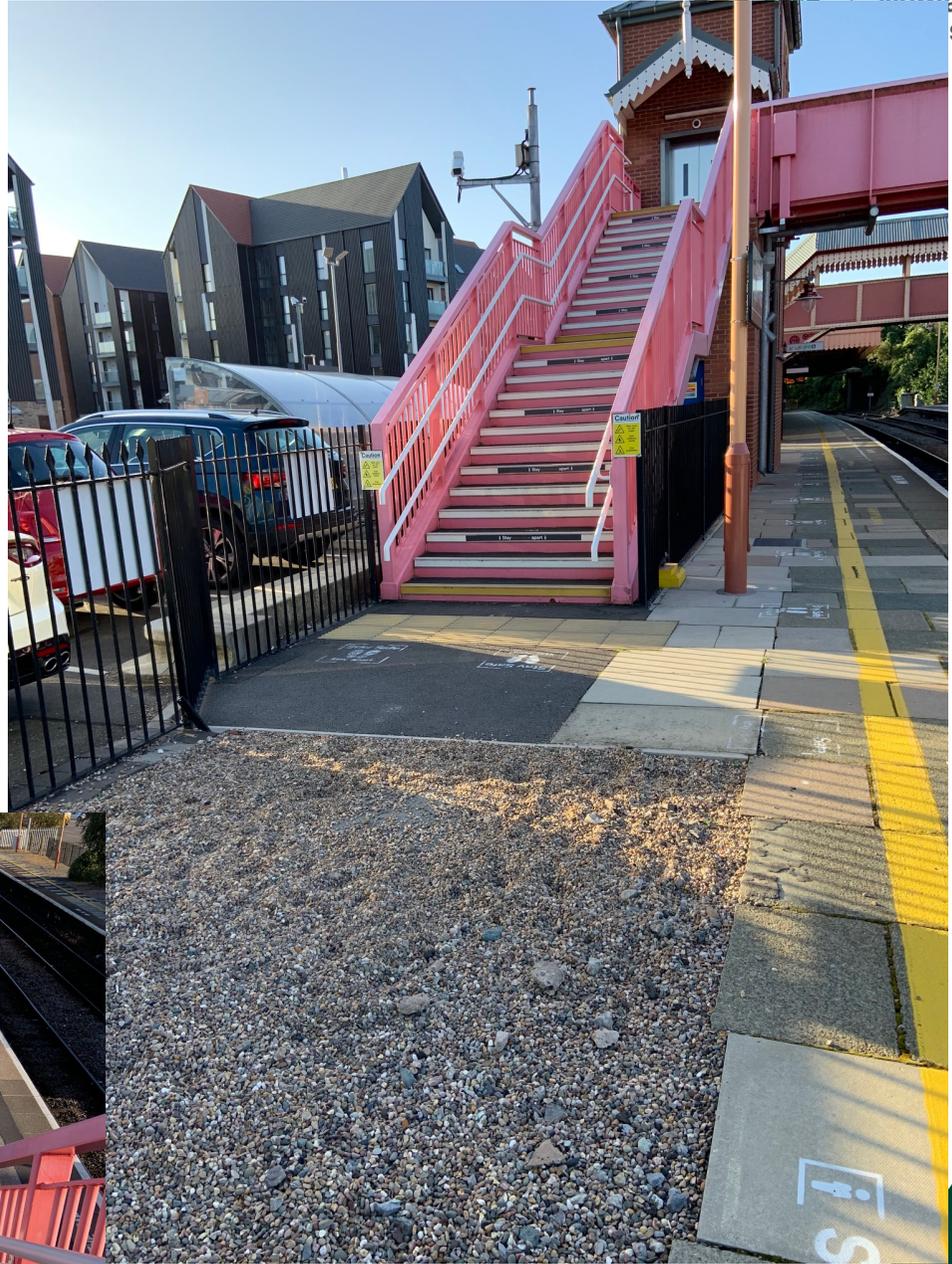
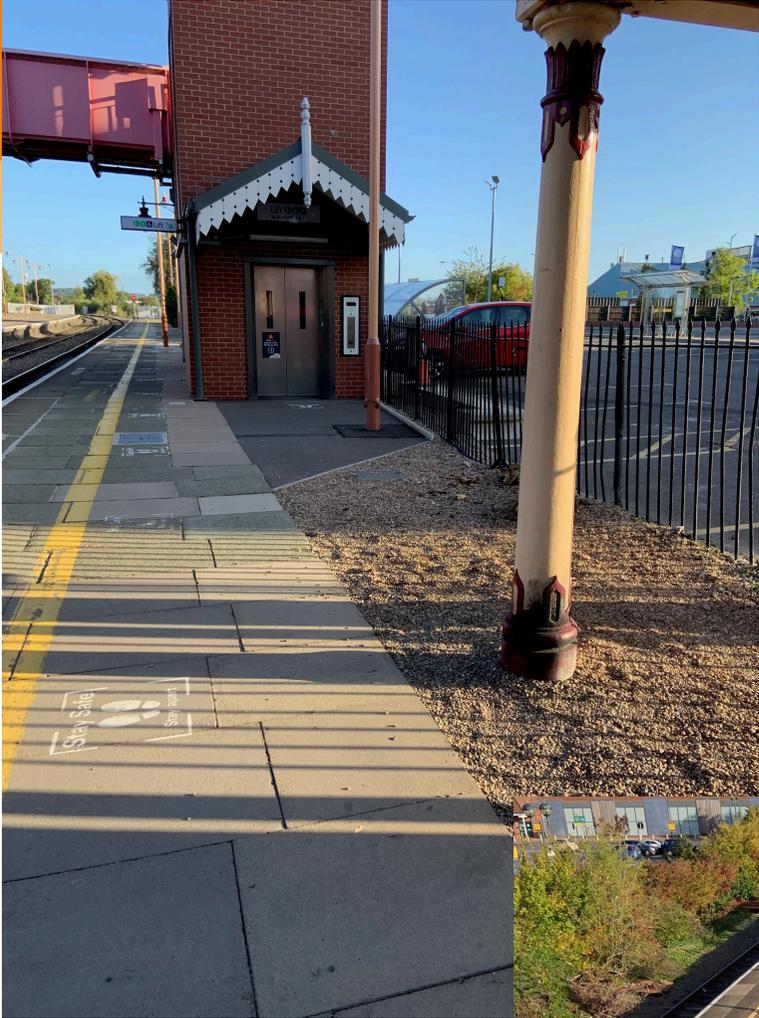


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Adopt a station

- Local people can adopt a station to help look after it
- Voluntary groups
- Gardening, arts, events and pop ups

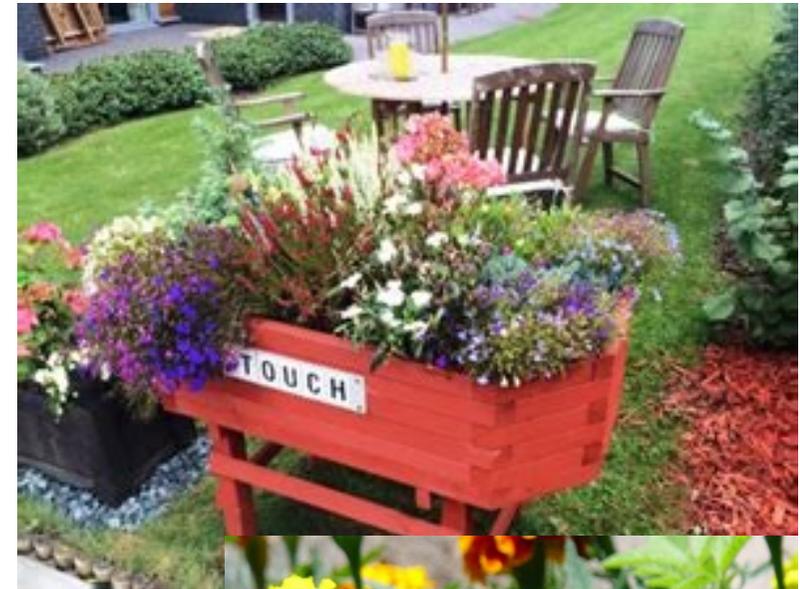




Accessible planters - trial

- Stratford upon Avon station has been 'adopted'
- Make garden inclusive?
- Trial wheelchair accessible planters?





Break

Cameras and microphones will be turned off for 15 minutes



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Station neighbours – Bromsgrove



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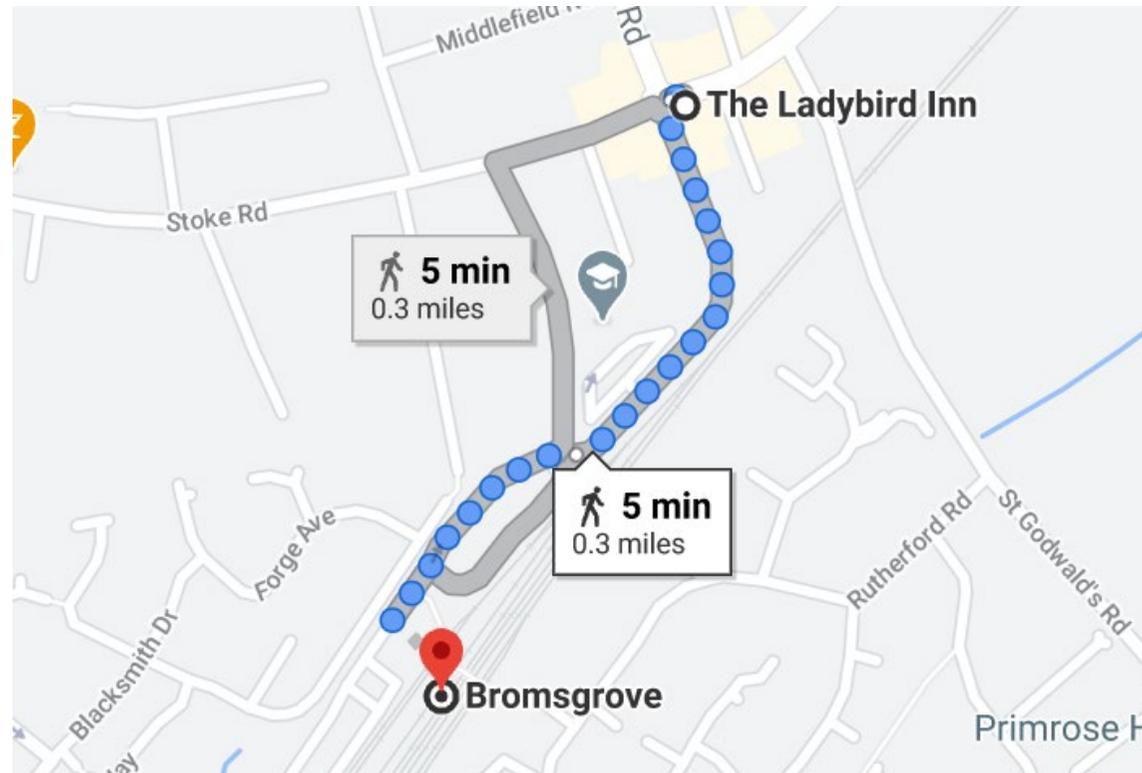
What is a Station Neighbour?

- A local business or venue near to the station that can give a helping hand in an emergency or somewhere warm to wait for a lift
- Pilot launch at Bromsgrove – lead by Worcestershire Community Rail Partnership
- Collating potential partners through our Stations as Places work



**Station
Neighbour**

Station Neighbours at Bromsgrove



No 3A Coffee House
3A Stoke Road
Bromsgrove, B60 3EQ

The Ladybird Inn
2 Fininstall Road
Bromsgrove, B60 2DZ

The Travelodge
2 Fininstall Road
Aston, B60 2DZ

How busy is my train?



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Website and twitter

- Social distancing check
- Some counting is manual, some automatic
- All weekday
Birmingham services
(New St/Snow Hill)
- Weekends and
Nuneaton-Leamington
in due course



How busy is my train today?

On train

● #WMRUPDATE (AM): Social distancing is working well across most of our stations and services ●

➔ Please remember you must wear a face covering when travelling with us, unless exempt 🧐

Sep 29, 07:05



At stations

● #WMRUPDATE (AM): Social distancing is working well across most of our stations and services ●

➔ Please remember you must wear a face covering when travelling with us, unless exempt 🧐

Sep 29, 07:05



Social distancing good + trains on time



Getting busy, queues, not calling at all stops – delay if you can



Very busy, long queues, stations to close – change plans



Major disruption – please do not travel

Train accessibility programme



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Class 323 upgrades – complete!

- Used on Cross City Line in Birmingham
- All now have accessible toilets
- Auto announcements and Passenger information screens



Class 153s

- No accessible toilets
- Used to increase capacity – coupled to other units
- **Not used at all on our network since Sept 2020**



Staff training



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Disability equality training

- Working on the content for the new course
- A major element needs to be hearing about the lived experience of disabled people
- If you have done any mystery shopping videos for us already – would you be happy for us to use these?



Diversity and inclusion update



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EDI Action Plan – You Matter



National Inclusion Week 2020

#NationalInclusionWeek



You Matter

At West Midlands Trains, we expect all our colleagues, customers and communities to be inclusive.

Behaviour Matters v.02
#behaviourmattersWMT

SPEAK OUT!

It was just a bit of harmless fun

I felt upset and embarrassed

I'm concerned about an unsafe practice

Feel safe to 'speak out'

West Midlands Trains and your Trade Unions are working in partnership* to achieve a safe and inclusive culture where safety, dignity and respect are the norm, where people are confident to **Speak Out** about behaviours or comments that they find unsafe, inappropriate or offensive, and for that feedback to be heard and dealt with in a constructive way. **Working together to make a difference.**

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PROUD • REAL • OPEN • SIMPLE

 unite
 ASLEA
 RMT
 tssa

EDI Awareness Days 2020

September

- National Inclusion Week:
(28/09 – 04/10) – ‘Each
one, Reach one’

October

- Black History Month (01
– 31/10)
- National Coming Out
Day (11/10)

November

- Diwali (14/11)
- World Kindness Day (13/11)
– Behaviour Matters
- International Men’s Day
(19/11)

December

- International Day for the
Abolition of Slavery (02/12)
- International Day of Persons
with Disabilities (03/12)
- Human Rights Day (10/12) -
Behaviour Matters

Mystery shopping help



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Mystery shopping

- Spot check our Passenger Assist booking helpline
- Correct information?
- Accessible routes?
- Complete online survey



Future meetings



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Future meetings

- 8 December
- Online



New members

Learning difficulties?

Different backgrounds?

Members' news



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Let's sum up



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Thank you for joining us

Next meeting:

- 10 December 2020

1pm – 3pm

Any questions or feedback please contact:

- **Rebecca Preece**

Rebecca.Preece@wmtrains.co.uk

- **Sarah Rennie**

Sarah.Rennie@wmtrains.co.uk