



Your Say Minutes

Time & Date: Thursday 25th March 2 pm – 4 pm

Where: Via Zoom

Chair: Alan Benson

Attendees: Amanda Winterburn, Alan Benson, Matthew Howie, Margot Turner, James Pickard, Sue Robson, Sarah Siegert, Louise Pepper, Victoria Nurse, Michael Adlington, Gareth Bubbins, Samantha Teggout, Amber Chidakashi, Aintzane Ugarte, Siobhan Oktay, Aron, Scotty McLeod

No.	Agenda Item & Discussion
1.	Apologies
	Paul Ed Leonard, James Pickard TFL
2.	Margot Turner – Council
	<ul style="list-style-type: none"> - General wait and see approach - School Streets (Street closures in front of schools at pick up times): Trialling licences for people living in school streets so they can still drive past. Moving to camera enforcement for some of them - London Streetscape plan: Cycling Schemes mainly in Richmond, looking to improve and refine the schemes. Hampton court: looking to make some changes and transform it into a permanent scheme - Still awaiting funding from TFL to plan next financial year - Discussion around making cyclist lanes more accessible for non-standard bikes. - More cycle hangers and parking solutions already installed, more being planned. For now just for standard bikes
3.	Michael Adlington – SWR
	<ul style="list-style-type: none"> - Cleaning regimes are still the same at trains and stations - Still providing assistance to anybody who needs it - Passenger numbers currently 50-80 % in comparison to pre covid - Cycle Hub: 3 store building in planning in Richmond - Assisted boarding points: Service can be used over Whatsapp to let SWR know where you are to request support. Live at the end of April/ Start of May in western region, Richmond late summer. - Updates on Surbiton lift awaiting, Michael to find out and send Alan an email. - National Railway consistent numbers of people travelling - New training package for new staff to build up skills for disability awareness and confidence building in offering support

Date updated: 21/05/14	By whom: Cathy	Version number: 1
Location: \\RUILSSERVER\RUILS Documents\Ruels Projects\YourSay\6. AGENDAS & MINUTES\2021\3. March 2021\YourSay Minutes March 2021.docx		



No.	Agenda Item & Discussion
	<ul style="list-style-type: none"> - Improvement of tactile pathing at stations - Feedback: Ramps not functioning/ being used properly - Twickenham station difficult to get to for visually impaired passengers, Michael and Gareth to liaise offline, possible station familiarisation through passenger assistance] - Whitton lift not functioning properly, Michael to get away and check - Michael happy to go out and look together with someone at possible improvements at bus routes/ stations/ etc
4.	Samantha – Bus companies
	<ul style="list-style-type: none"> - Business as usual, enhances cleaning regimes, viral cleaning - Reduced passenger numbers, no confirmed date as to when it'll go back to normal numbers - Package for all new member of staff: same introduction throughout different depots - Ramp issues discussed, lack of use of ramps is an issue. Ramps being tested before bus leaves the depot in the morning, issues shouldn't happen - Information sent out by Samantha to staff in regards to more awareness for disabled people as clinically vulnerable patients no longer have to shield from 31/03 on - School busses are for everyone's use
5.	Matthew Howie - RATP
	<ul style="list-style-type: none"> - Sorry for the strikes, not any strikes planned for March/ April but possible - Won the 28 route Wandsworth to Harrow as well as 117,235 and 290 (Staines station) - New CPC course: customer care and awareness and confidence building - New Stop and Go project to enhance communication between controllers, drivers and engineers - Fulwell has a disabled toilet now - Complaints now go straight to the risk team, being dealt with as priority

Date of next meeting	Ruils Staff Support
29 th April 2021	Iona