

## Summary of items discussed at SCRP Steering Group Meeting 4<sup>th</sup> December 2020

### Operation Cracker

BTP are currently working with SE to focus on antisocial behaviour and intoxication, but also looking at inter covid tier travel.

**Frant Car Park** has recently been resurfaced.



### It's Christmaaas!

Staff have been busy making the stations look festive



Andy Barrow



Hi, my name is Andy Barrow and I've been working with Southeastern to improve the assisted travel process for about 18 months now. My aim is to ensure that as staff, you have the best possible knowledge and processes to enable you to give customers with assistance needs the best service experience. The only way I can hope to know what you need is to reach out and speak with you or meet you. That's why I wanted to use this opportunity to introduce myself. In terms of my experience, I've been a full-time wheelchair user for over 20 years, following a spinal cord injury at the age of 17. My previous career in sport (I'm a Paralympian and played Wheelchair Rugby for Great Britain for over a decade) meant that I spent a lot of time working in different team environments.

After retiring from elite sport, I became a motivational speaker, helping businesses in the UK and overseas to improve their performance and work better as a team. I was very lucky to travel widely during my time as an athlete and speaker and because of this, I learned a lot about the assisted travel process in aviation. I used this knowledge to work as a consultant and ambassador for an organisation that delivers assisted travel services worldwide, before becoming involved with Southeastern.

Aviation and the railway are very different in many ways, but they do share plenty of similarities when it comes to assistance. With that in mind, I'm just looking to take forward the best practices from both worlds. I'm working hard to learn as much as I can about the network and have already spent a fair bit of time travelling around and meeting staff.

The one thing I am not, is a "secret shopper". If you meet me out on the network, I'm not spying on you or trying to catch you out. I'm keen to learn your thoughts about the existing assisted travel processes and any ideas you might have about how to improve them. You're also very free to ask me anything around disability and speaking to people with disabilities. (Especially things that you may not feel comfortable asking regular customers.)

As part of my work, I plan to regularly spend time travelling to all parts of the network and I hope that I can meet as many of you as possible during that time. However, if you haven't yet

met me, and want to contact me directly, drop me a line anytime on [andy@andybarrow.co.uk](mailto:andy@andybarrow.co.uk) – I'm very happy to come out and meet you and your colleagues at your home station.

### Christmas Travel

See below for when our seasonal services will appear on Journey Planner.

December Journey Planner Information		
<b>07 - 11 Dec</b> (Mon - Fri) in journey planners now	<b>12 - 13 Dec</b> (Sat - Sun) will be in journey planners from <a href="#">Thursday 10 December</a>	<b>14 - 18 Dec</b> (Mon - Fri) will be in journey planners from <a href="#">Thursday 3 December</a>
<b>19 - 20 Dec</b> (Sat - Sun) will be in journey planners from <a href="#">Thursday 17 December</a>	<b>21 - 23 Dec</b> (Mon - Wed) will be in journey planners by <a href="#">Saturday 5 December</a>	<b>24 Dec</b> (Thursday, Christmas Eve) will be in journey planners by <a href="#">Saturday 12 December</a>
<b>27 Dec - 01 Jan</b> (Sun - Fri) will be in journey planners by <a href="#">Saturday 12 December</a>	<b>02 - 03 Jan</b> (Sat - Sun) will be in journey planners by <a href="#">Saturday 19 December</a>	Have questions? contact us on Twitter <a href="#">@SE_railway</a> 

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