



Stakeholder workshop



Go do your thing

Northern accessibility team



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Accessibility
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Manager**



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Accessibility
Improvement
Manager**



**Ric Evans-
Accessibility
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(seconded)**



**Mark Cutter - NAUG
Chair**

Go do your thing



2025 in a slide – themes from our passenger assistance improvement plan

Staffing

Uplift in staffing at our top 10 stations

Support

Our new Assisted Travel Support Team, available 6am – 11pm, 7 days a week

Data and insight

Brand new mystery shopping regime & failed assistance investigation process

Training

Brand new colleague handbook training package & enhanced training at our top 10 stations

Make a positive impact in the North, in all we do and for all we serve

Inclusive spaces

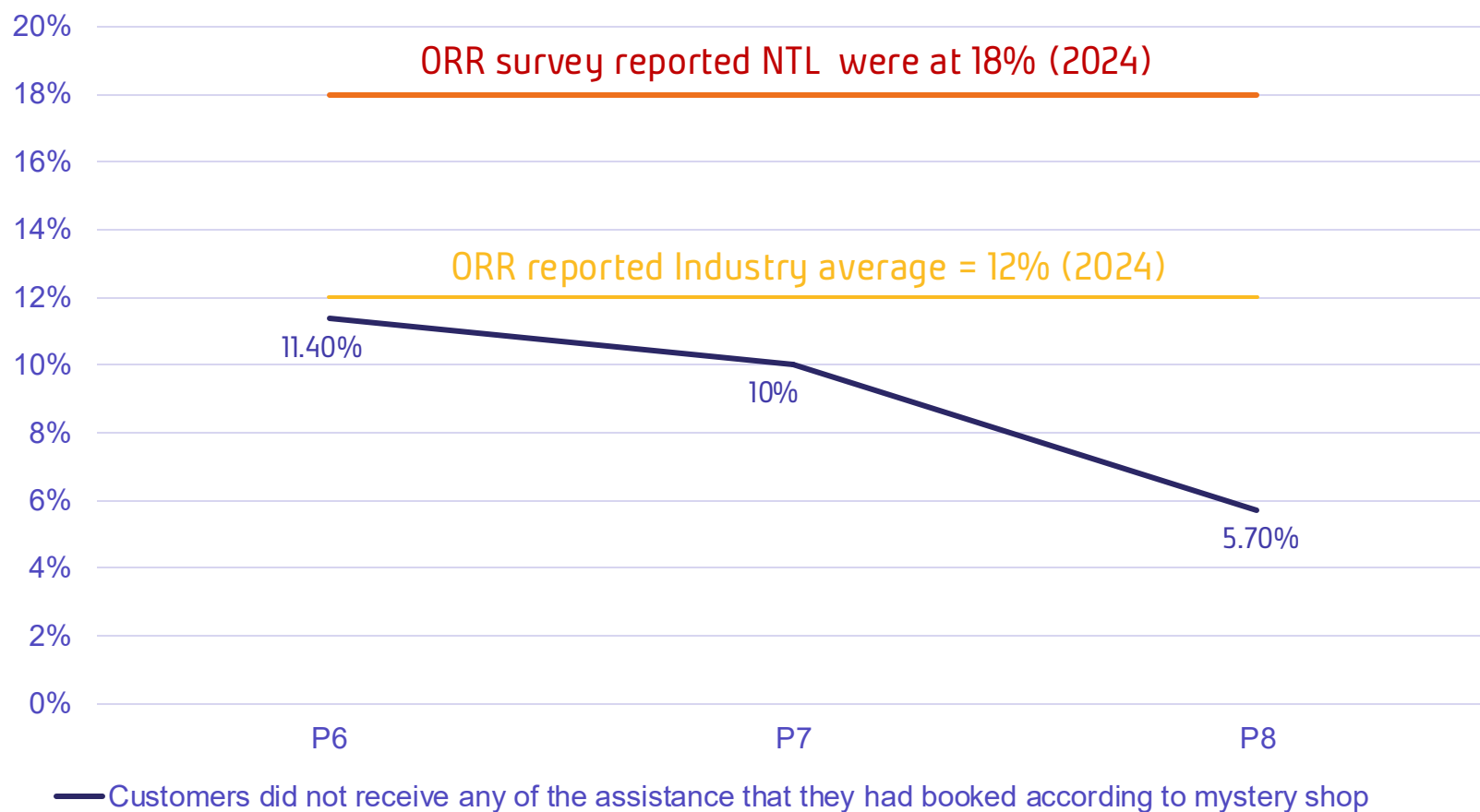
40+ PA meeting points at stations and a priority seating trial

Go do your thing



How are we doing today?

Percentage of customers who received no assistance



*ORR data published July 2024 in relation to booked assistance

In summary, we are seeing positive improvements which are really promising, but we won't stop there...

We are absolutely committed to continuously improving beyond the lifespan of the programme. We want customers to have the confidence to travel with us and will sustain our focus on this.

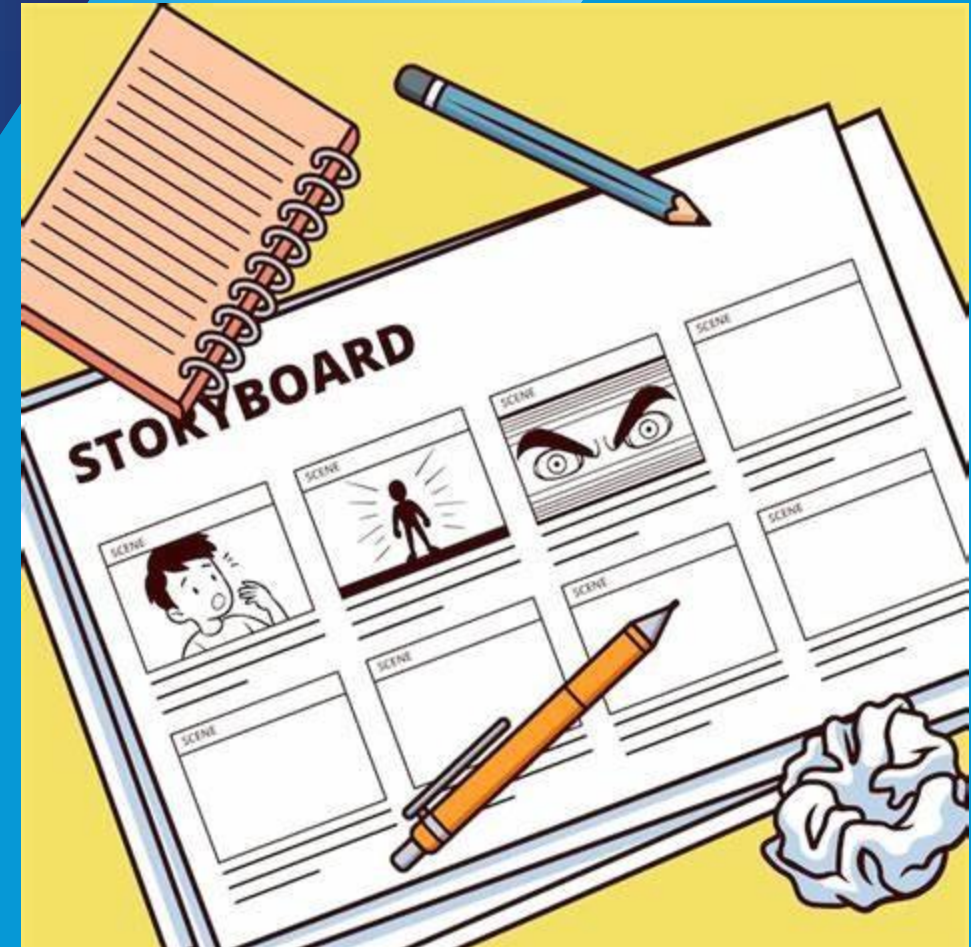
Go do your thing



Over to you...

Read through the customer account that you have been given in pairs and get in the customers shoes.

Hint: Imagine that this was taking place at your local station, and that you are the customer



Go do your thing

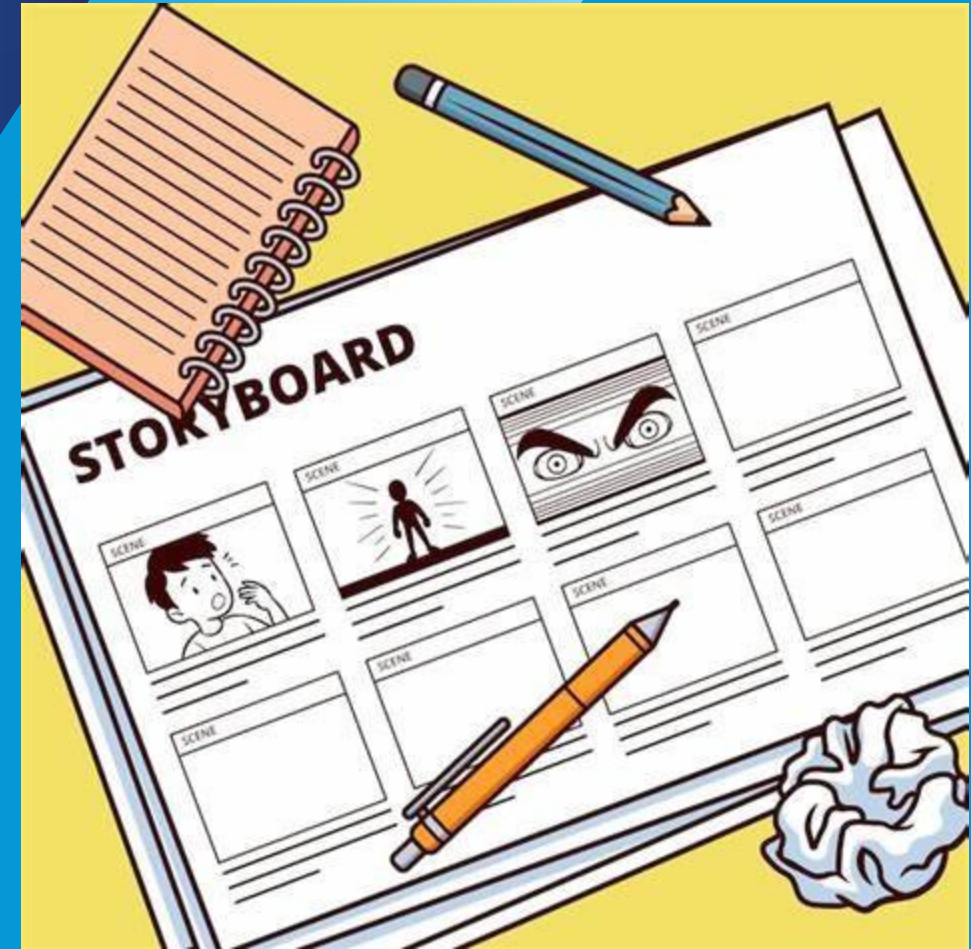
2 mins



And again...

Now flip your piece of paper over and do the same, but imagine you are the colleague

Note down the most challenging thing about the situation



Go do your thing

3 mins



Crazy 8s

Fold your piece of paper into 8 😊

How could we make this journey smoother and ensure that the customer receives everything they need...if the sky was the limit on budget and capability?

Create 8 ideas in this space. They can be as wacky as you like and do not need to be realistic...just go for it!



8 mins

Go do your thing



Final task: Discussion

Write your
ideas on the
post it notes!



Looking at your crazy ideas, are there any that could be scaled back to work at Northern? What would they be?

Discuss in your pairs – are there any solutions that could work for everyone?



Go do your thing

12– 15 mins





Thank you 😊



Go do your thing



Appendices



Go do your thing

Customer A

Mr Todd

“My local station is unstaffed. I have anxiety and knowing that there are no station staff is stressful – I feel pressured to get to the conductor in a timely manner to get the support I need. As my disability is non-visible, when the train pulls in, the conductor can’t see I need help and doesn’t notice me. I feel I have no choice but to get on unassisted as I can’t get over to them in time.”



Colleague A

Sarah, Conductor

“My train pulls into the station and I carry out my door procedure soon as it is safe to do so. I check my watch to see what time it is and know I need to dispatch the train in 45 seconds. The signal is green, and so I watch the last customer board the train and check it’s safe to dispatch. The platform is empty, and so I complete the door procedure and prepare to leave the station. We set off on time and continue our journey”

Go do your thing



Customer B

Mrs Smith

"I boarded at a busy large station with the assistance of my grandson. The station I am travelling to is a small, unstaffed station, and the train is really busy. I hope that the conductor passes through so that I can remind them that I need help off with my luggage. I have booked, so hopefully they will be expecting me."



Colleague B

Raj (Station Assistant) & Tom (Conductor)

Raj: “Mrs Smith has not arrived for her assistance today. I will mark her as “*Incomplete – customer not seen*” on the app.”

20 minutes later

Tom: “Wow, this train is a busy, I won’t be able to fit through for ticket checks today. Looking at the passenger assistance system, I can see there’s nobody on board who needs assistance. I will stay vigilant in case anybody boarding needs help.”

