

Accessible Travel Policy and Passenger Assist Practical Support

Train the Trainer
Rail Modules



The Accessible Travel Policy and Passenger Assist Practical Support

This module is specifically for **customer-facing staff and operational managers**. It explains the ORR's Accessible Travel Policy and its practical implications.

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Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 45–80 minutes.

Learning Objectives

1

Understanding the ORR's Accessible
Travel Policy

2

Sharing good practice with colleagues and
the trainer about its practical implications

3

Developing empathy and understanding for
disabled passengers

Guidance to Accompany Slides

ORR Accessible Travel Policy 2019

Suggested timings: 10–15 minutes

Purpose: To ensure delegates **understand their obligations** as defined by the requirements of the ORR Accessible Travel Policy.

Train and station operators are required by their operating licences to establish and comply with an Accessible Travel Policy (ATP), which must be approved by the ORR.

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This requirement provides a strategic framework for delivering safe, accessible travel for everyone.

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An ATP sets out, among other things, the arrangements and assistance that an operator will provide to protect the interests of disabled people using its services and to facilitate such use.

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The ORR published guidance in 2019 about the content of ATPs.

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This provides that the ATP must follow a prescribed structure and include information on a passenger leaflet on:

- Rail accessibility for older and disabled passengers
- A policy on accessible travel
- Rolling stock accessibility information
- Station accessibility information

Focus on Barriers

Suggested timings: 20–30 minutes

Purpose: To ensure that delegates **understand that many impairments and health conditions won't be immediately obvious**, and that people face different types of barrier to travel.

Ask delegates to work in pairs and think about how confident they feel about identifying, approaching and providing practical assistance to people with a range of symptoms and/or travel challenges.

Allow around 10 minutes for discussion in pairs, a total of 10 minutes for feedback from each pair and 10 minutes for whole-group discussion.

Basic things such as getting a seat on a crowded train can be a big challenge for the many people who may not look disabled but who struggle to stand for a variety of reasons.

Invisible disabilities can include sight or hearing loss, arthritis and other painful conditions and a wide range of mental health issues.

Passengers may have temporary impairments that don't mean they are 'disabled' in the meaning of the Equality Act 2010, but they still have rights to assistance under other rail regulations. For example, someone might have a broken limb or be heavily pregnant.

Remind staff that they need to be vigilant and watching out for people who might need assistance. Encourage empathy and understanding of how a poor travel experience can damage confidence and upset someone who may also face a range of other challenges and barriers in their everyday life.

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You can use material from other modules and the animated videos to enhance this discussion.

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You can thank anyone who shares with colleagues insight from lived experience, either professional or personal, or that of family or friends.

What is Passenger Assist and what sort of support does it offer to disabled passengers?

Suggested timings: 10 minutes

Purpose: To ensure that delegates **understand the Passenger Assist service** and the full range of assistance on offer.

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Do You Promote Passenger Assist?

Suggested timings: 5–10 minutes

Purpose: To ensure that delegates **understand how important it is that a wide range of people understand Passenger Assist** and the support it can offer.

You can draw on the core module **What is Disability?**, the animated videos and other material to emphasise that while many people instinctively think that those who need assistance will be those with more obvious visible impairments, a broader range of people can benefit from it.

Passenger Assist

Suggested timings: 5–10 minutes

Purpose: To **summarise key points** about Passenger Assist.

Run through the three slides here and then encourage delegates to share their knowledge of the scheme and how it works.

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REAL

Suggested timings: 5–20 minutes

Purpose: Depending on the time available, use this slide to **summarise key messages**, and remind people about the Respect, Empathise, Ask, Listen theme of the training.

You can use the train the trainer notes on REAL here and/or in other sections of the training.



REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger **REAL** Person



Department
for Transport