

Board and Operational Managers Strategic Questions



Discussion

What are the benefits of inclusive services to your company, to disabled people and to society at large?

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What does leadership on disability equality in the sector mean?

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How can the lived experiences of disabled passengers inform strategy, policy and service delivery?

Deadline for Vehicle Compliance

All rolling stock in service was required to be compliant with accessibility standards by 1 January 2020.

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A proportion of trains using older stock failed to meet the deadline and remain inaccessible to many disabled people.

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Government is discussing with operators how quickly these vehicles can be replaced without jeopardising services to the travelling public as a whole.

ORR Data on Assistance

There were almost **1.3 million journeys** in **2018-19** with booked assistance for passengers, **an increase of 2% on the previous year.**

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While data shows that most passengers were satisfied with the service they received, a recent ORR review, which was informed by extensive passenger research, input from disability groups and industry experts, showed there are problems, particularly with current industry systems and processes, which means that passengers do not receive the service they expect all the time.

Staffing Levels and Disability

Do you have mechanisms for assessing the level of staffing that is necessary to provide a safe and efficient service for all passengers, including disabled passengers and people with reduced mobility (PRMs)?

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Where staff numbers are limited – on the train, at the station or both – how can you ensure that alternative arrangements are available for passengers?

Rail Replacement Services

Where rail services have to be withdrawn on a planned or unscheduled basis, replacement bus, coach or taxi services will usually be offered.

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What are the implications for disabled passengers?

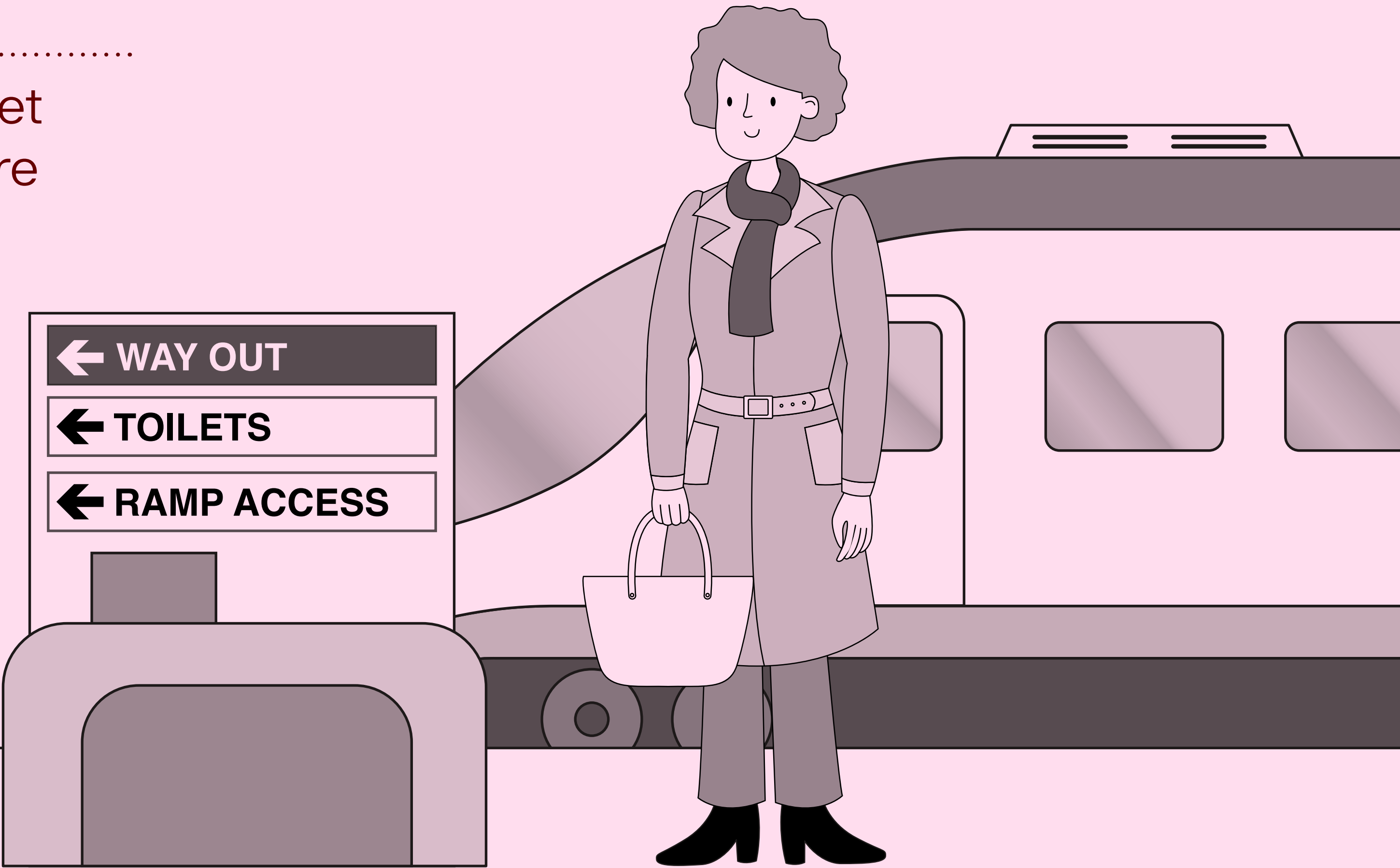
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What must companies and staff do to ensure an accessible, safe and dignified journey?

Accessible Toilets

Is there a clear policy?

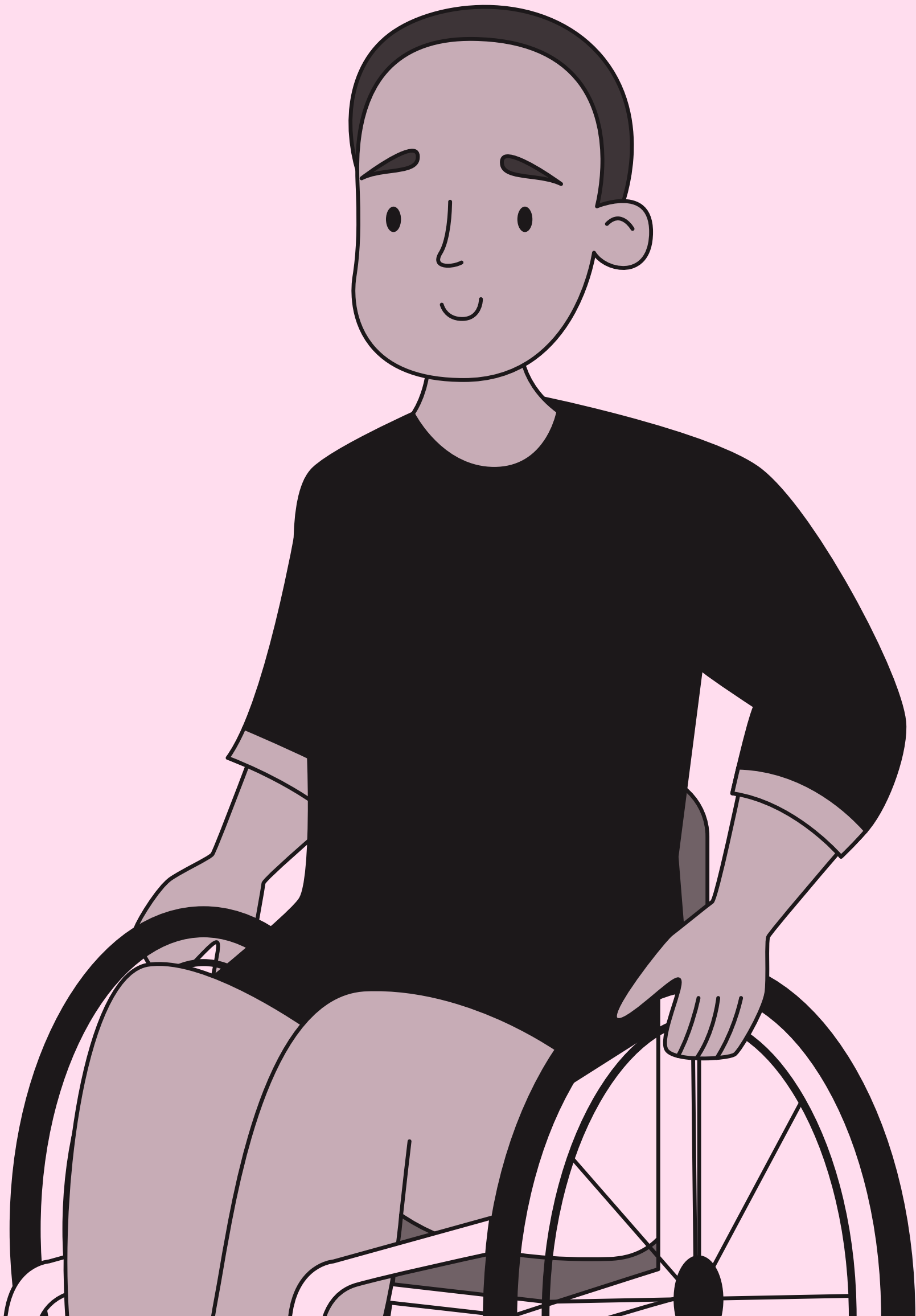
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A passenger with mobility issues has wet themselves because the only toilets were inaccessible to them. What steps might you need to take in this situation?



Wheelchair Space

- Who has the ‘right’ to the space?
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- Is the policy clear to staff and passengers?
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- Are on-board staff clear about how they should manage this situation on the journey?



Mobility Scooters

Are you clear about the policy for carriage of mobility scooters and other aids?

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Is your policy in line with that of other train operators? If not, what are the consequences for mobility scooter users?

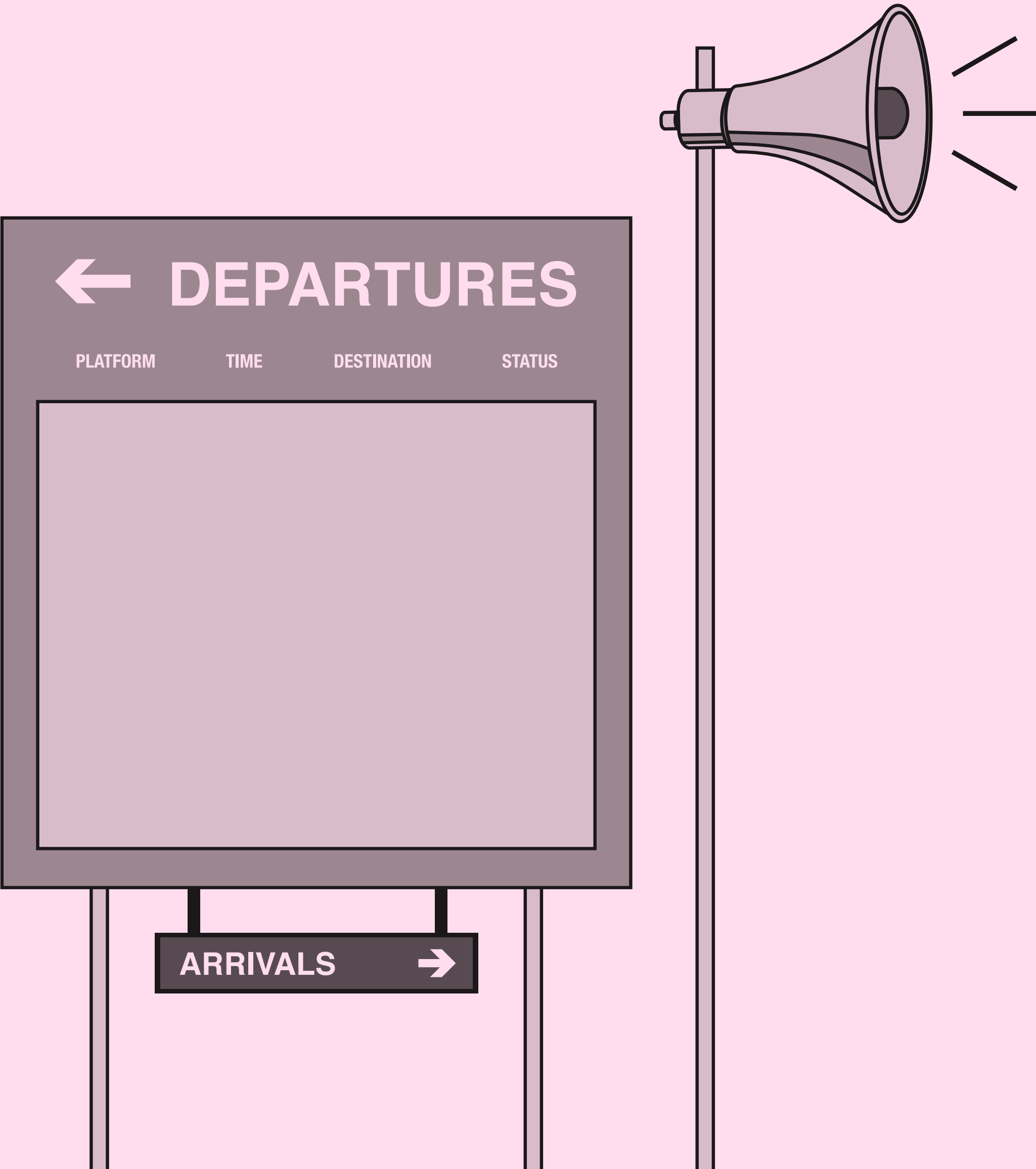


Audio-visual Announcements

Why are audio-visual
announcements a legal
requirement?

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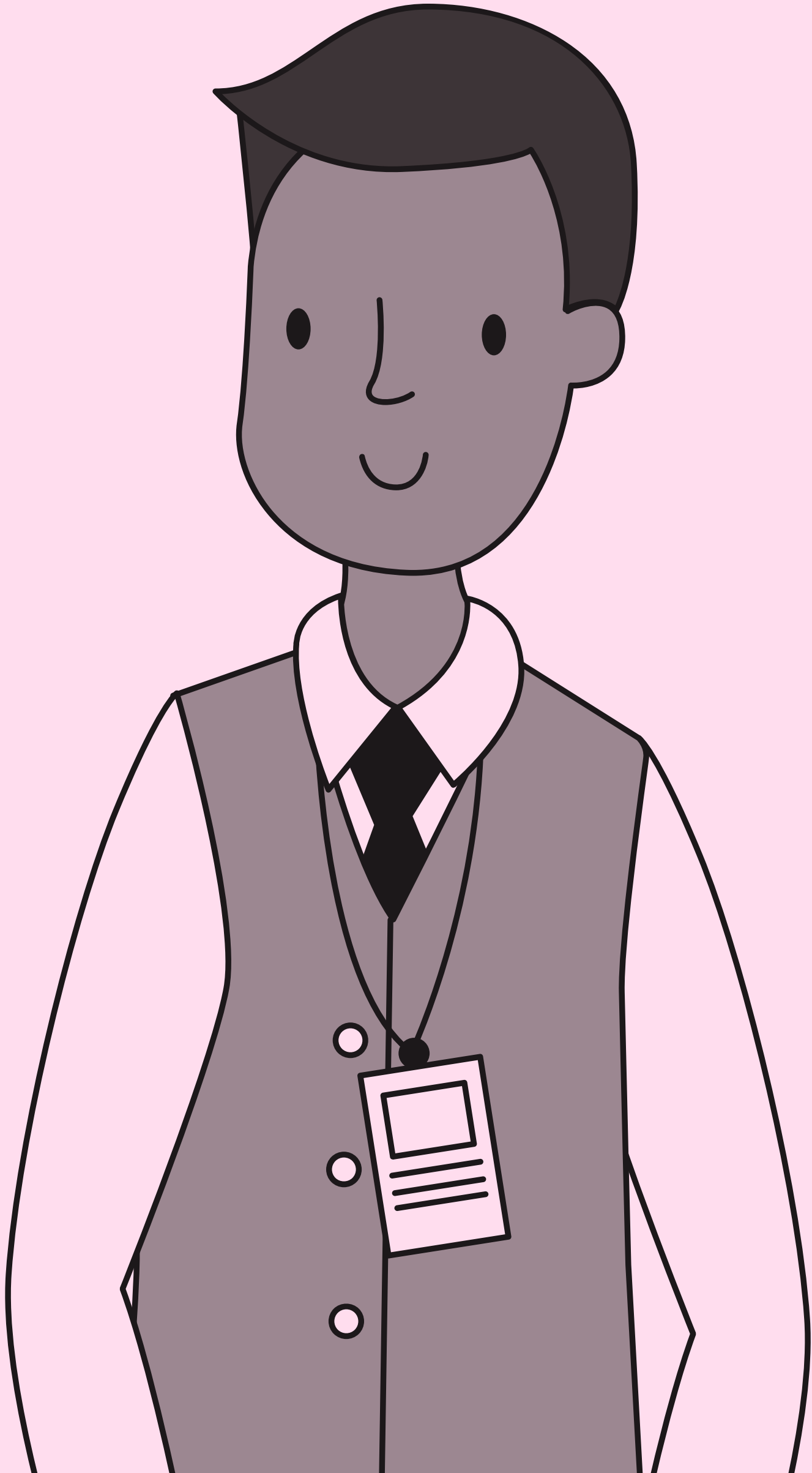
What are the problems for
passengers when these are
not used?



Staff Training

Are staff sufficiently aware that many impairments and health conditions won't be visible or obvious?
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Do they know how to ask whether passengers need assistance and how to assist people with a range of such conditions, including pain, fatigue, anxiety and confusion?



ORR Accessible Travel Policy

Staff Training Objectives

- Understanding disabled people and their everyday challenges
- Equality legislation
- Defining disability
- Recognising passengers who need assistance
- Railway Regulatory Framework

Continued

- Passenger Assist
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- Communication
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- Accessibility in stations
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- Providing safe assistance

Your Role

Understand and **comply** with the law.

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Recognise the potential for all forms of **discrimination**, including the failure to make reasonable adjustments, and plan to prevent it.

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Ensure that your **operational practices** are **compliant** both with laws and best practice.

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Ensure that **all your staff** – at every level and in every capacity – are aware of, **trained in** and supported in delivering the best possible service to disabled people.

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department
for Transport