

# Rights and Duties



# Legal and Regulatory Framework

Railways Act 1993	.....
Human Rights Act 1998	.....
Rail Passenger Rights & Obligations (EC1371/2007)	.....
Rail Vehicle Accessibility (Non-Interoperable) Regulations 2010	.....
Commission Regulation PRM-TSI (1300/2014)	.....
Railways (Interoperability) Regulations 2011	.....

**Continued**

Design Standards for Accessible Railway Stations:  
Code of Practice

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Consumer Rights Act 2015

.....

Equality Act 2010

.....

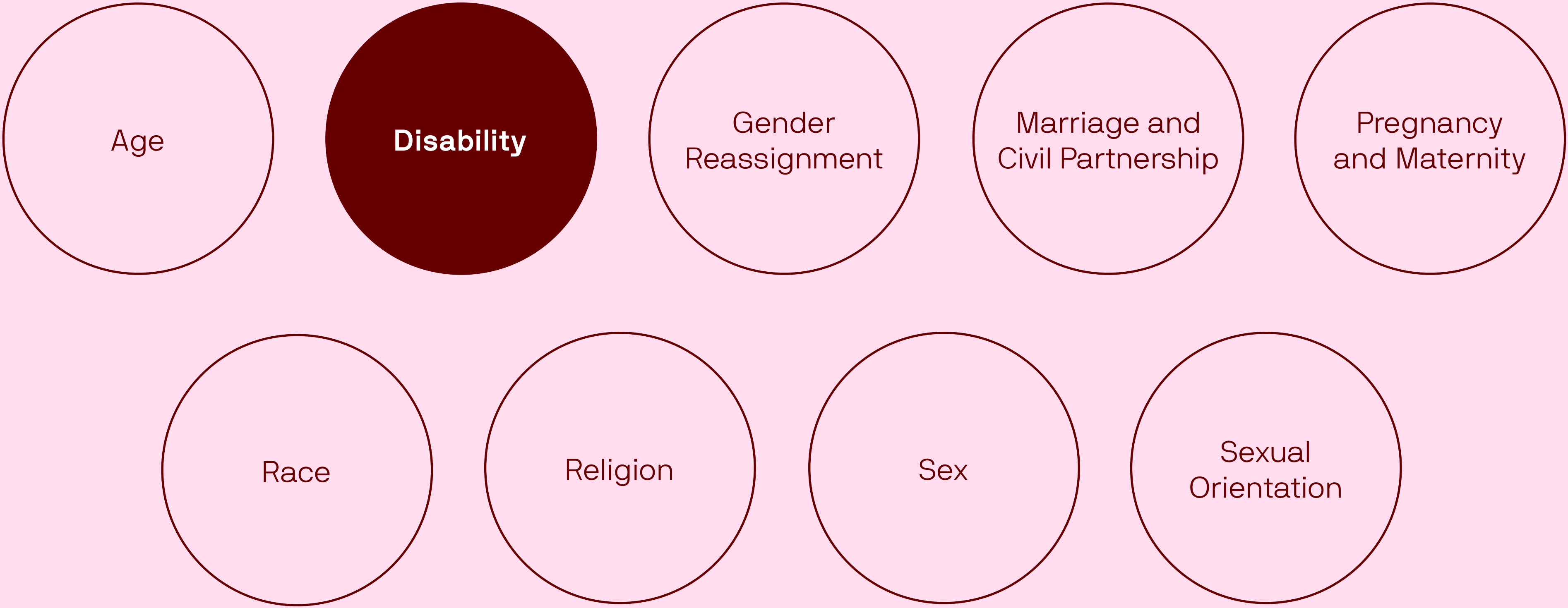
ORR Accessible Travel Policy 2019

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BSI standards on accessibility

# Equality Act 2010

# Equality Act 2010



# Equality Act 2010 - Definition of Disability

Anyone with ‘a physical or mental impairment that has a substantial and long-term negative effect on their ability to do normal daily activities’.

.....  
‘Substantial’ means more than minor or trivial.

.....  
‘Long-term’ means it has lasted or is likely to last more than 12 months. Terminal conditions are automatically covered, as are many fluctuating conditions, where symptoms may vary but are likely to recur.

**Continued**

**Train and station operators must not discriminate.  
They must:**

- .....  
Not refuse or terminate a service on grounds of a protected characteristic, including by perception or association  
.....
- Ensure policies, practices and procedures do not disadvantage disabled passengers, unless this can be justified as proportionate and legitimate  
.....
- Provide ‘reasonable adjustments’ to enable access to services for disabled people facing a substantial barrier

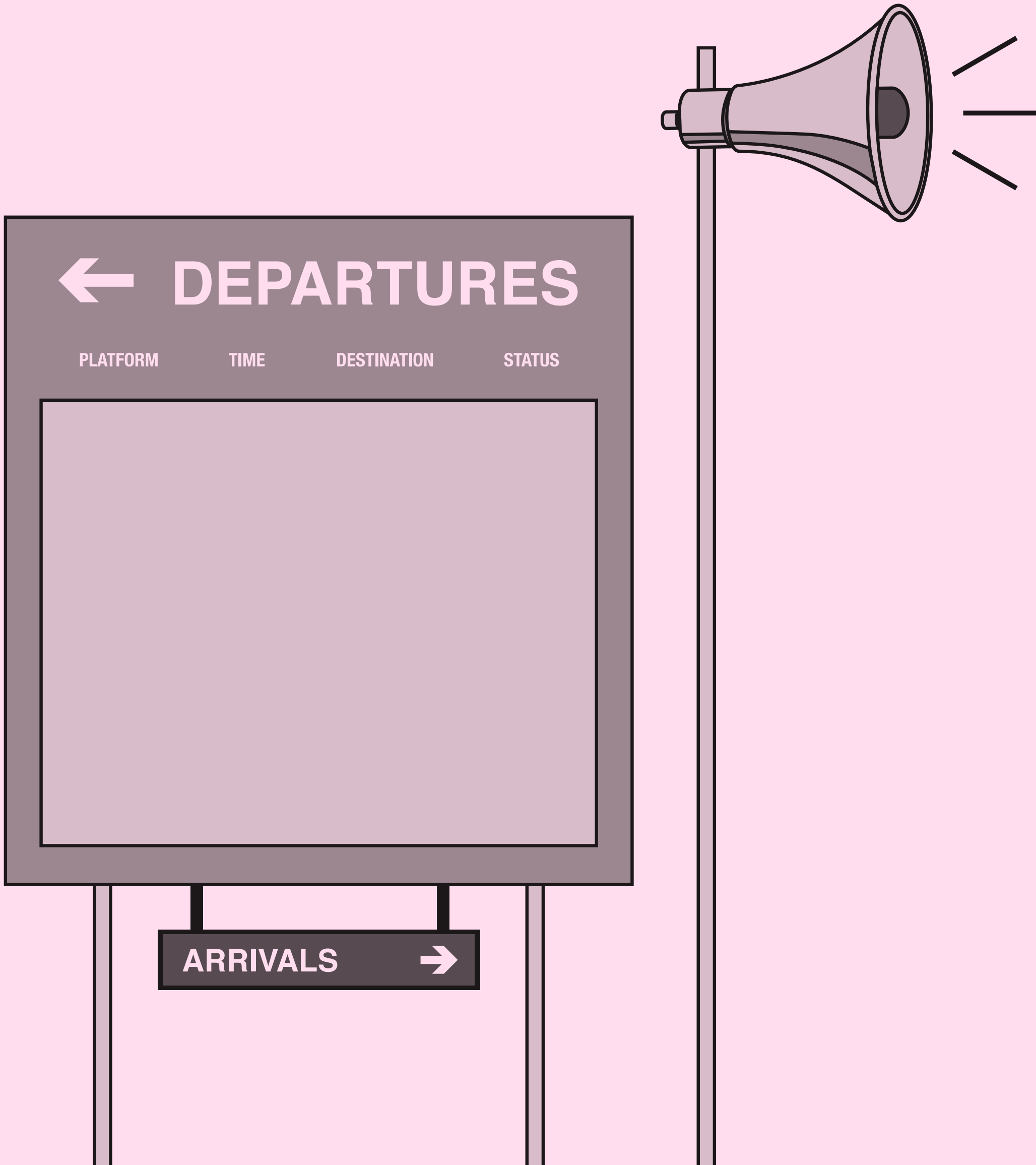
# Examples of Reasonable Adjustments

- Assistance at stations
- Alternative accessible transport if a station is inaccessible
- Option to buy a ticket on the train or station without penalty, if unable to do so in advance
- Assistance with luggage

Continued

Up-to-date information about accessible facilities, services, timetables, fares, connections and delays, disruption, diversions and emergencies

Audio-visual information on train depatures



# What changes are ‘reasonable’?

How practical is it to make the change?

What is the cost?

What is the impact on other passengers?

What resources does the organisation have?

Is financial support available to help make the change?

Reasonable adjustments to the provision of services are both anticipatory and individual.

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department  
for Transport