Department for Transport

The Great British Railways Licence

Easy read version





What is this about?



The Government is making changes to Britain's railways.

Great British Railways

A new organisation called Great British Railways will run the mainline railway.







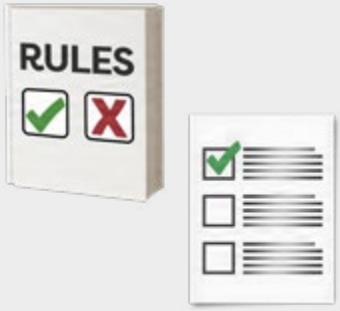
Great British Railways will be responsible for:

- Running most train services.
- Looking after railway tracks and stations.
- Bringing different parts of the railway together.
- Making train travel better for passengers.



The aim is to make the railway simpler and work better.

What is a licence?



Great British Railways must have a licence to use the railway.



The Government will give Great British Railways this licence.

The licence will set out some of the things that Great British Railways must do.



The Government wants to hear what people think should be included in the licence.



This is called a consultation.

A consultation is when people are asked to share their views before a decision is made.

Who will make sure Great British Railways does its job?

There will be different organisations with different jobs.

- The Secretary of State for Transport will set the main plans for the railway and make sure Great British Railways does its job.
- The Office of Rail and Road will check that Great British Railways is doing its job. It can take action if the rules are not followed.
- Great British Railways will run the railway and be responsible for making it work well.



Great British Railways will also work with local leaders to make sure local people have a say in railway decisions.

What will the licence tell Great British Railways to do?

4

The new licence has 4 main parts.





1. Share information

Great British Railways must:

- Give the Office of Rail and Road the information it needs.
- Work with independent experts who can look into particular issues.







2. Make train travel better for passengers

Great British Railways must:

- Make sure passengers get the rights and support they need.
- Make sure passengers can raise complaints or get money back if their train is delayed.
- Make train travel easier for disabled people.
- Share clear and up to date information about train services.
- Work with organisations that speak up for passengers. These organisations are the Passenger Watchdog and London TravelWatch.

3. Look after the railway properly



Great British Railways must:

- Look after railway tracks, stations and other equipment.



- Make sure the railway is safe, reliable and works well.



- Have clear rules about selling railway land.



- Make sure GBR follows rules so that it treats other organisations that sell train tickets to passengers fairly.



- Listen to passengers, local people and organisations.



- Work with local leaders and the Governments in Scotland and Wales.



- Make it easier for other organisations to invest money in the railway.













4. Work with other railway organisations

Great British Railways must:

- Follow important railway safety rules.
- Have the right insurance to cover problems and accidents.
- Follow rules about dealing with claims for money after problems or accidents.
- Protect the environment and help the railway cope with changes to the weather.
- Make sure other organisations can get into stations and train repair buildings in an emergency.
- Keep an up to date list of the stations and repair buildings it looks after.

What about other train companies?



Some train companies will not be part of Great British Railways.



These include:

- Companies that carry goods by train.
- Other companies that run their own train services.



They will have their own licences. The Office of Rail and Road will still check that these companies follow their rules.

What happens next?



The Government wants to hear what people think about the new licence.



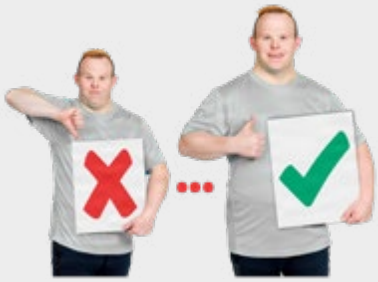
People can share their views before the final licence is agreed.

The answers will help the Government decide what Great British Railways must do.

How can I have my say?



You can read the full consultation and answer the survey.



The Government wants to hear from people who use trains, companies that carry goods by train, railway organisations, local leaders and anyone who is interested in Britain's railways.

Your views can help make train travel better for everyone.



Please read the full information before answering the survey.



You can find the full consultation and survey on the Government website.

Easy Read questions



The Government wants to know what you think about the rules in the Great British Railways licence.

These questions ask if you think the rules are right and fair. You can explain why you think this.

1. Making decisions and checking the rules



Do you think the rules will let Great British Railways make the decisions it needs to run the railway?

Will the Office of Rail and Road be able to check that Great British Railways is doing its job?

Please tell us what you think and why.

2. Making sure different groups of people are considered







Could any of the rules make it harder for some people to use the railway or have the same chances as other people?

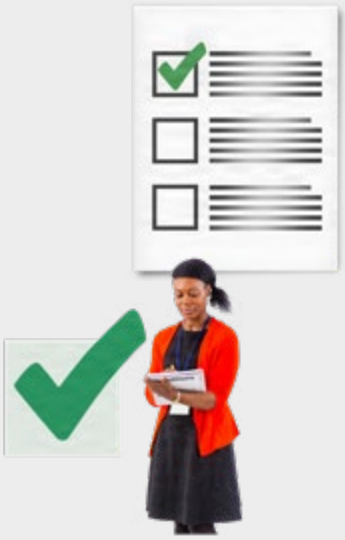
Could the rules affect some groups of people more than others? For example, disabled people, older people or people from different backgrounds?

What could Great British Railways do to make things fairer and give everyone the same chances?

Please tell us what you think and why.

3. Sharing information





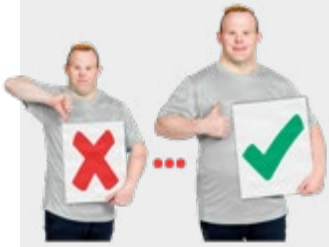
Great British Railways must share information with the Office of Rail and Road.

This will help the Office of Rail and Road check that Great British Railways is doing its job.

Do you think these rules are right? Will the Office of Rail and Road get the information it needs, while allowing Great British Railways to get on with its work?

Please tell us what you think and why.

4. Making train travel better





Great British Railways must look after passengers and make train travel better.

Do you think the rules will help Great British Railways protect passengers and improve their experience of train travel?

Please tell us what you think and why.

5. Listening to passengers



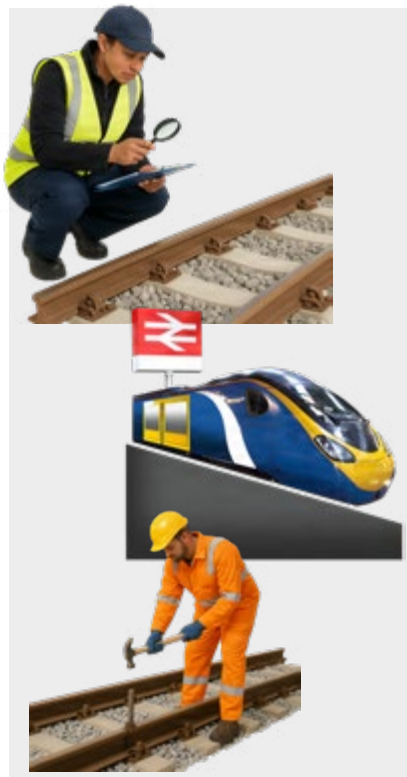
There are organisations that speak up for passengers. They are called passenger watchdogs.

They tell Great British Railways about problems that passengers have.

Do you think the rules will make sure Great British Railways talks to these organisations and responds to the problems and concerns they raise?

Please tell us what you think and why.

6. Looking after the railway



Great British Railways must look after railway tracks, stations and other equipment.

This is important to keep trains safe and reliable.

Do you think the rules will help Great British Railways look after the railway properly, now and in the future?

Please tell us what you think and why.

7. Helping train companies and passengers





Great British Railways may provide services that other train companies need to run their trains.

These services can also help passengers use the railway.

Do you think the rules make clear what Great British Railways must do to help train companies run their services and help passengers use the railway?

And do you think these rules give the right role to the Office of Rail and Road to make sure Great British Railways can do this?

Please tell us what you think and why.

8. Selling railway land







Great British Railways may decide to sell some of the land it owns.

It must follow rules when making these decisions.

Do you think these rules will help Great British Railways make good and fair decisions about selling land?

Please tell us what you think and why.

9. Listening to other people and organisations







Great British Railways must talk to people and organisations who have an interest in the railway.

This includes passengers, local councils and other organisations.

Do you think the rules will make sure Great British Railways listens to these people and takes their views into account?

Please tell us what you think and why.

10. Getting money to improve the railway









Other organisations may want to put money into the railway. This is called investment.

The money could help to improve train services, stations and other parts of the railway.

Do you think the rules will help other organisations invest money in the railway?

Will the rules make sure that decisions about this money are clear and fair?

Please tell us what you think and why.

11. Insurance and paying for damage







Sometimes accidents happen on the railway. These can cause damage or harm to people.

Great British Railways must have insurance and rules about who pays the costs.

Do you think the rules will give other train companies enough confidence that Great British Railways will deal with these costs properly?

Please tell us what you think and why.

12. Looking after the environment











Great British Railways must think about how the railway affects the environment.

This includes:

- Protecting nature and wildlife.
- Reducing pollution.
- Helping the railway cope with changes in the weather and climate.

Do you think the rules will help Great British Railways look after the environment?

Please tell us what you think and why.