ORR Accessible Travel Policy review form

Stakeholder	DPTAC
Train Operator	Chiltern
Review start date	29 November 2019
Review end date	6 January 2020

ATP: Passenger Leaflet

Question	Comments
Tone: Does the leaflet have an appropriate tone? Is it friendly and welcoming in tone or is there too much reliance on legal or technical language and jargon?	Overall, the Passenger Leaflet offers much scope for improvement. Much of the language used is outdated, for example, in the *Emergency Procedures* section, reference is made to "…if you are older, infirm or vulnerable." This should be revised to reflect current terminology (i.e., 'disabled'). A further observation relates to much of the language is in places segregational and quite 'medical model' in its approach. Some of the language used could be deemed as being complicated – do people usually 'alight' from a train, or do they usually 'get off.' The aim of the ATP is to promote inclusivity and as it currently reads falls short on this. A suggestion is therefore made that Chiltern Railways may want to consider discussing this with the Chiltern Railway Accessibility Forum. Additionally, it may be useful to consider using the Plain English Campaign to proof read / offer suggestions to improve this leaflet. DPTAC suggest that Chiltern Railways use the passenger leaflet as a 'snapshot' of what services and support are available to empower a disabled person to make a journey on this network, and draw attention to / use the policy document for the detailed elements of making a journey.
Motivational impact: Does the leaflet provide positive encouragement for disabled people to travel by train as a result of reading the leaflet?	Not really. As the leaflet currently reads, it doesn't promote the positive aspects of making an accessible journey. In places information is repeated – see bottom paragraph of p2 and top paragraph of p4 for an example. Aspects of the leaflet are rather ambiguous in places in terms of what, or even whether support is

	available to empower a disabled person to make a journey on this network. For example, in the *Inaccessible Stations* section, it would be useful to clarify what a person who needs to make a journey from an inaccessible station actually needs to do to request taxi support to the nearest accessible station. Further to this point, how does Chiltern Railways ensure that a wheelchair accessible taxi would be available should one be required?
Ease of use: Does the content of the leaflet provide clarity both in terms of the language used and explanatory text? Does the leaflet have a logical and easy to follow structure?	The leaflet is too long and as detailed above, repeats itself in places. It would be beneficial to offer a shorter public facing leaflet and use the policy document to provide the in-depth detail some disabled people may want to read. A suggestion is made that Chiltern Railways may want to offer a simple 'before, during and after' a journey approach rather than going into great detail as this version currently does, and use the policy document to provide specific detail should a disabled customer wish to further explore this.
Good practice: Please highlight areas which are particularly strong and/or innovative.	
Other specific points: Please raise any other points that you think are relevant including any areas of inaccuracy and/or omissions.	It would be useful to adopt a solutions based approach review against each of the components listed in this leaflet. For example, in the *For Immediate Travel* section, what does "where reasonable practical" mean? Likewise, in the same section, could assistance be provided / guaranteed at an unstaffed station in the event of a train being delayed, and would Chiltern be able to deploy staff to an unstaffed station in a 2 hour window of assistance being booked? Does this network offer on-board catering? If so, it would be helpful to provide information about what assistance may be available to help disabled people to make use of this. Amend 'disabled parking spaces' to 'accessible parking spaces.' Are there any Changing Places toilet facilities available on this network? If so, it would be useful to detail this. Does Chiltern Railways have any system in place for the last train(s) of an operational day in terms of wheelchair space availability in the event the wheelchair spaces are already taken?

	It would be helpful to detail when the non-compliant slam door rolling stock will be taken out of service (see: "This service can be identified in our timetable by the symbol showing a white H in a black circle .").
Overall comments on the leaflet.	Considerable scope for improvement.

ATP: Policy Document

Question	Comments
Tone: Does the policy document have an appropriate tone, bearing in mind that it is a more formal and comprehensive description of the train operator's policy with regards to accessibility. [NB. The document should still avoid excessive use of legal or technical language, and jargon.]	As it reads, the policy document is rather long and many of the issues highlighted with the Passenger Leaflet above also apply to the Policy document. We suggest that the changes suggested above for the Passenger Leaflet could also be used to make the Policy Document more user friendly. DPTAC suggest that Chiltern Railways remove Section B and offer this as an alternative 'stand-alone' information set as this provides strategic information. The reasoning behind this is based on the suggestion that the policy document needs to build on succinct information provided in the Passenger Leaflet, therefore removal of Section B would enable Chiltern Railways to offer a shorter policy document which would be more user friendly. A further suggestion is that Section B could be better used to provide information about Chiltern's current strategy to improve accessibility for disabled people across this network.
Motivational impact: Does the content of the policy document provide positive encouragement for disabled people to travel by	Please see comments provided in the previous section. The policy document would benefit from revision, perhaps using the suggestions of methods to undertake this.

rail? [NB. The policy document is inherently less focussed on motivational content, but should nevertheless be written in a way that encourages of the train operator's services.]	
Ease of use: Does the content provide clarity both in terms of language used and explanatory text? Does the document have a logical and easy to follow structure? Is the information provided sufficiently comprehensive and, where necessary, sufficiently detailed?	Please refer to detail provided in the Passenger Leaflet section above.
Good practice: Please highlight areas which are particularly strong and/or innovative.	
Other specific points: Please raise any other points that you think are relevant including any areas of inaccuracy and/or omissions	It would be useful to provide detail in the policy document to explain what the alternative means are for a disabled person to purchase a ticket from a self-service ticket vending machine should they have difficulty using this method to buy a ticket for advance travel. Would Chiltern Railways offer a means to book / reserve a wheelchair space for a person who needs reassurance that this facility will be available in order to make a journey? DPTAC note that seat reservations are not offered as a matter of routine, by this TOC. In the case of unstaffed stations, it would be helpful for Chiltern Railways to clarify what the process would be for a disabled person who wants / needs to make a journey without using Passenger Assist who may have difficulty using a help point. For example, how might this apply to a person who has a visual impairment or hearing loss as help points rely on a presumption that a person can see the operating mechanism, and use the intercom system to communicate with the control room?

	In the case of a Driver Operated Only train, how would Chiltern Railways check if a customer needs further support in journey in the event of disruption? Likewise, DPTAC note that on p8, reference is made to some services being Driver Operated Only. Does Chiltern Railways avoid calling at unstaffed stations in this case as this clearly poses a significant access barrier to disabled people who would require support to board / alight a train? If so, this needs to be added to the policy document, in addition to a solutions based approach. At the top of page 5, reference is made to provision of assistance to a revised departure platform if this becomes necessary. How would Chiltern Railways meet the needs of a disabled person in the event of the revised platform being inaccessible? On p15, Section 7.2 needs to detail what the process would be for a disabled person / Blue Badge holder to pay a parking charge in the event they cannot use the ticket machine. It would also be useful to provide a short statement on what standard the ticket machines used comply with in terms of accessibility. NB: the terminology 'disabled' needs to be changed to 'accessible' parking.
Overall comments on the document.	Scope for improvement as detailed above.