

How to Write Your Disabled People's Protection Policy: A Guide for Train and Station Operators

November 2009

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Foreword



The Government is committed to delivering fair chances for all.

Making transport more accessible is crucial to achieving this, and, as our population ages, the need to ensure greater equality of opportunity and a better quality of life for people in the UK will become increasingly important.

The railway network presents particular accessibility challenges, since much of the infrastructure that remains in use today dates from a time when the needs of people with reduced mobility were scarcely taken into account.

We are already doing a great deal to improve the accessibility of the rail network by investing in improvements to railway stations.

However, infrastructure improvements alone are not enough to deliver an accessible rail network. We also need to make sure that disabled passengers receive good quality services, with consistent, reliable and accurate information.

We have developed this guidance in close collaboration with representatives from train operating companies and the rail industry, as well as with organisations representing the interests of disabled passengers. We want it to strike the right balance between being deliverable and achievable for operators while meeting the needs of disabled and older passengers.

To that end, we have sought to give operators flexibility in how they meet the needs of their older and disabled passengers, within the clear framework of expectation set out in this guidance. Where, of course, we cannot offer flexibility is in the obligation on passenger train operators to establish and comply with a Disabled People's Protection Policy (DPPP), stating how they will protect the interests of disabled users of their trains and stations.

But I am pleased and encouraged that so many operators see DPPPs not as an administrative burden but as an opportunity to set out policies that help facilitate rail travel for an important and valuable section of the public.

I hope you will find the guidance that follows clear and helpful, and that it will lead to a wider understanding by the public of how rail operators and Government are working together to make the railways more accessible.

A handwritten signature in blue ink that reads "Chris Mole". The signature is written in a cursive style with a long horizontal stroke at the end.

Chris Mole MP

Rail Minister

Section A: Introduction

A1. Disabled People's Protection Policies (DPPPs)

Each passenger train operator, and each station operator, requires an operating licence, issued by the Office of Rail Regulation (ORR).¹ These licences include a condition entitled *Provision of Services for Disabled Passengers*, which requires each operator, including Network Rail in respect of the stations it operates, to establish and comply with a Disabled People's Protection Policy (DPPP), stating how they will protect the interests of disabled users of their trains and stations.

The licence condition also requires that, in establishing the DPPP and in making any alteration to it, the licence holder shall have due regard to the Code of Practice² published by the Department for Transport (hereafter referred to as 'the Department').

The DPPP must be established by a franchised operator prior to the licence being granted and must be approved by the Department. Under the terms of the licence condition, the Department can also instruct the licence holder to carry out a review of its DPPP.

DPPPs are the vehicle for operators to set out, for passengers and the Department, their commitments and standards of service provision, as well as relevant policies and practices, with regard to disabled people using the rail network. They will also provide an overview of the accessibility of the operators' facilities and services.

A2. About this guidance

This guidance is the result of discussions carried out in a working group consisting of representatives from the rail industry and from groups representing the interests of disabled rail passengers. These discussions were held over a period of seven months in 2009, following a public consultation carried out by the Department on draft revised guidance in 2008.

This version of the guidance has been derived from previous guidance issued by the Strategic Rail Authority (SRA) in 2002, including the service provision standards previously set out in the earlier edition of the *Train and Station Services for Disabled Passengers: a Code of Practice*, also issued by the SRA in 2002. These service provision standards were included in Annex VI of the revised and updated version of the Department's Code of Practice referenced in A1, above. These standards, along with the Code of Practice, are designed to protect the interests of users of railway passenger services or station services who are disabled, in line with the Secretary of State's responsibility under section 71B of the Railways Act 1993 (as amended).

¹ The expression licence as used in this guide includes, where relevant, the associated statements of national regulatory provisions or SNRPs.

² *Accessible Train Station Design for Disabled People: a Code of Practice*, published in hard copy by The Stationery Office and on the web (and periodically revised) by the Department for Transport as required by section 71B of the Railways Act 1993, as amended by the Transport Act 2000. This can be accessed from the DfT website at: <http://www.dft.gov.uk/access/cop>

This guidance sets out the criteria the Department will normally adopt in exercising its function, under the ‘Provision of Services for Disabled People’ condition of the passenger and station licences, of approving each operator’s Disabled People’s Protection Policy (DPPP). In particular it explains what the Department would normally expect an approved DPPP to contain in order to comply with the licence condition. It also provides an introduction to the relevant background material that licence holders will need to take into account when drawing up a DPPP for the Department’s approval.

The guidance is intended to set out for operators what commitments are expected from them, and what information they need to provide in their DPPPs as a minimum. However, the guidance is not intended to tell operators how they should deliver commitments or what their policies should be. This is largely for operators to decide, and where appropriate the guidance requires operators to provide details of these policies and practices in their DPPP.

A3. Relevant legislation

A3.1 Railways Act 1993

Section 71B of the Railways Act 1993, as amended, imposes an obligation on the Department to prepare and from time to time revise, having consulted the Disabled Persons Transport Advisory Committee (DPTAC), a code of practice for protecting the interests of users of railway passenger services who are disabled, and to publish and otherwise promote its adoption and implementation.

A3.2 Disability Discrimination Act 1995 (as amended)

The Disability Discrimination Act 1995 (DDA) and the regulations made under it place a number of obligations on train and station operators and those responsible for providing railway infrastructure. All service providers have a duty to comply with Part 3 of the DDA, which covers access to goods, facilities and services.

Service providers have a legal obligation not to discriminate against disabled people by refusing them service, providing them with service on worse terms, or providing a lower standard of service than that provided to non-disabled people. Service providers must also make ‘reasonable adjustments’ to the way in which goods, facilities and services are delivered, for example by offering extra help, or making changes to the way they provide their services (whether paid for or not).

In agreeing a DPPP with an operator, the Department expects to see evidence that the operator has broadly anticipated the requirements of disabled people and reflected these in their policies, practices and procedures in accordance with Part 3 of the DDA. It is possible that operators who follow the DPPP guidance in producing a DPPP, and thereafter comply with the DPPP, will be able to demonstrate that they have taken reasonable steps under Part 3 of the DDA. However, it is for the operator to ensure that they comply with the DDA, as failure to do so could render them liable to civil court proceedings.

In general, the provisions contained in the Disability Discrimination Acts (DDA) 1995 and 2005, including the duties on service providers to make reasonable

adjustments to improve access to their services by disabled people, have been included in the Equality Act 2010, which updates, simplifies and strengthens the previous legislation. The provisions in the Equality Act will come into force at different times to allow time for the people and organisations affected by the new laws to prepare for them. In the summer of 2010 the Government announced that first wave of implementation of the Equality Act would take place on 1 October 2010, when the vast majority of the Act's provisions would come into force. For more information, see http://www.equalities.gov.uk/equality_act_2010.aspx.

A3.3 European Regulation (EC) No. 1371/2007 on Rail Passenger Rights and Obligations

The new European rail passenger rights and obligations regulation³ entered into force on 3 December 2009. Operators will need to be mindful of the requirements of this legislation when developing their policies and practices.

A4. Maintaining this guidance

The Department will keep this guidance on writing DPPPs under review in the light of experience and regular consultation with licensed operators. We are conscious of the benefits of stability in the requirements set out in this guidance and will only propose substantive changes where there appears to be a good case for them.

The Department will consult on proposals for any substantive changes to the guidance. We will publish revised guidance, if appropriate, following the consultation. The Department will also undertake consultation when appropriate, both generally and with individual licence holders on emerging concerns. We encourage licence holders to contact us to discuss DPPP matters at any time.

A5. Further information

We encourage operators, if they have any questions about any part of this guidance, to seek advice from the Railways for All team at the Department (contact details below).

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4/23 Great Minster House
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³ Regulation of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations. http://europa.eu/legislation_summaries/transport/rail_transport/124003_en.htm

Section B: General requirements

B1. Name of DPPP

As mentioned above in section A2 (see also section B2, below), passenger train and station operator licences set out an obligation for operators to produce Disabled People's Protection Policies.

However, we do not think that the title of 'Disabled People's Protection Policy' is meaningful or helpful to passengers, so we have decided that in producing DPPP operators should use the public-facing title *Making Rail Accessible*. We feel this more accurately reflects the purpose of DPPP and will be more relevant to disabled passengers.

Documents that operators produce for their DPPP will need to use this new title (see section B2 for details), although operators will need to state clearly and prominently in their DPPP documents that the documents constitute part of the operator's Disabled People's Protection Policy to make clear that they are meeting their licence obligations. Exactly how and where to make this clear in documents is for operators to decide.

B2. Structure of DPPP

The 'Provision of Services for Disabled People' condition of passenger and station operator licences requires licence holders to:

Establish and thereafter comply with:

- (a) a statement of policy; and*
- (b) a detailed body of arrangements, procedures, services and other benefits to be implemented or provided by the licence holder designed to protect the interests of people who are disabled in their use of trains of which the licence holder is the operator pursuant to this licence and to facilitate such use (together 'the Disabled People's Protection Policy').*

In meeting the above licence obligation the Department expects operators to adhere to the two-document structure set out below in Figures 1 and 2 when producing their DPPP.

This requirement has been introduced to ensure greater consistency of DPPP across the industry, making it easier for older and disabled passengers to find the information they need, as well as making periodic reviews less burdensome to operators, consultees and the Department.




Figure 1 ‘Making rail accessible: helping older and disabled passengers’

This document, to be titled *Making rail accessible: helping older and disabled passengers*, is intended to be customer-facing and to include any information likely to be of direct relevance to a disabled passenger. It should provide passengers with details of services and facilities, how they can get these services and the standards of service that they can reasonably expect, as well as what happens if services are disrupted.

This should cover the following areas (detailed guidance is in section C):

- policy summary;
- assistance for passengers;
- alternative accessible transport;
- passenger information;
- tickets and fares;
- at the station;
- on the train;
- making connections;
- disruption to facilities and services;
- contact us;
- alternative formats;
- station accessibility information.

Figure 2 ‘Making rail accessible: guide to policies and practices’

This document, to be titled *Making rail accessible: guide to policies and practices*, is intended to be a more general policy document aimed at the Department. It should set out details of the wider policies and strategies of operators, as well as information about some specific policies that are likely to be of less immediate interest to disabled passengers in making an individual journey.

This should cover the following areas (detailed guidance is in section D):

- operator’s strategy;
- management arrangements;
- monitoring and evaluation;
- access improvements;
- working with others;
- staff training;
- emergency procedures;
- communications strategy;
- car parking.

For the purposes of this guidance, where these documents are referred to collectively, the term ‘**DPPP**’ will be used.

Where the document *Making rail accessible: helping older and disabled passengers* is referred to, the term ‘**passenger document**’ will be used.

Where the document *Making rail accessible: guide to policies and practices* is referred to, the term ‘**policy document**’ will be used.

B3. Format of DPPPs

The passenger document (*Making rail accessible: helping older and disabled passengers*) must be produced as a DL-sized leaflet. This is to ensure that it is consistent with other passenger information documents produced by operators and can be made widely available to passengers as required by section B5.2.

The policy document (*Making rail accessible: guide to policies and practices*) should be produced as an A4-sized document in both Word and PDF format, as required by section B5.3.

All sections of DPPPs should be written in plain English and avoid jargon. The Department will approve the text of each operator’s DPPP before the documents undergo detailed design (see section B4 for details). This is to avoid operators

incurring expenses in designing DPPP documents that may require significant changes before they can be approved. However, it is important that the final versions are also sent to the Department once these are made available to the public.

Operators are recommended to refer to the RNIB's *See It Right* guidelines⁴ when designing both documents to ensure that they are accessible to the widest range of people.

In particular, operators should consider issues such as font size, typeface, layout, colour contrast and use of images and branding.

B4. Approval and review of DPPP

B4.1 Approval of initial DPPPs

Following publication of this guidance, the Department will require all licensed operators with an existing DPPP to review it in line with this new guidance and the Department's Code of Practice and ensure that all the information included within their DPPP is up to date. Following the issue of this guidance, operators are expected to present their draft DPPP for approval to the Department according to the timetable at Appendix A.

The Department will work with operators in developing their draft DPPP under the new guidance prior to the submission of final drafts to the Department for approval. The process for initial approval of a DPPP is set out in Figure 3.

When submitting DPPP to the Department for approval, operators should submit the documents electronically to the Railways for All team. As mentioned in section B3, above, the Department will approve the text of each operator's DPPP. Operators are not expected to submit documents that are fully designed and ready for publication, to avoid potentially wasteful costs.

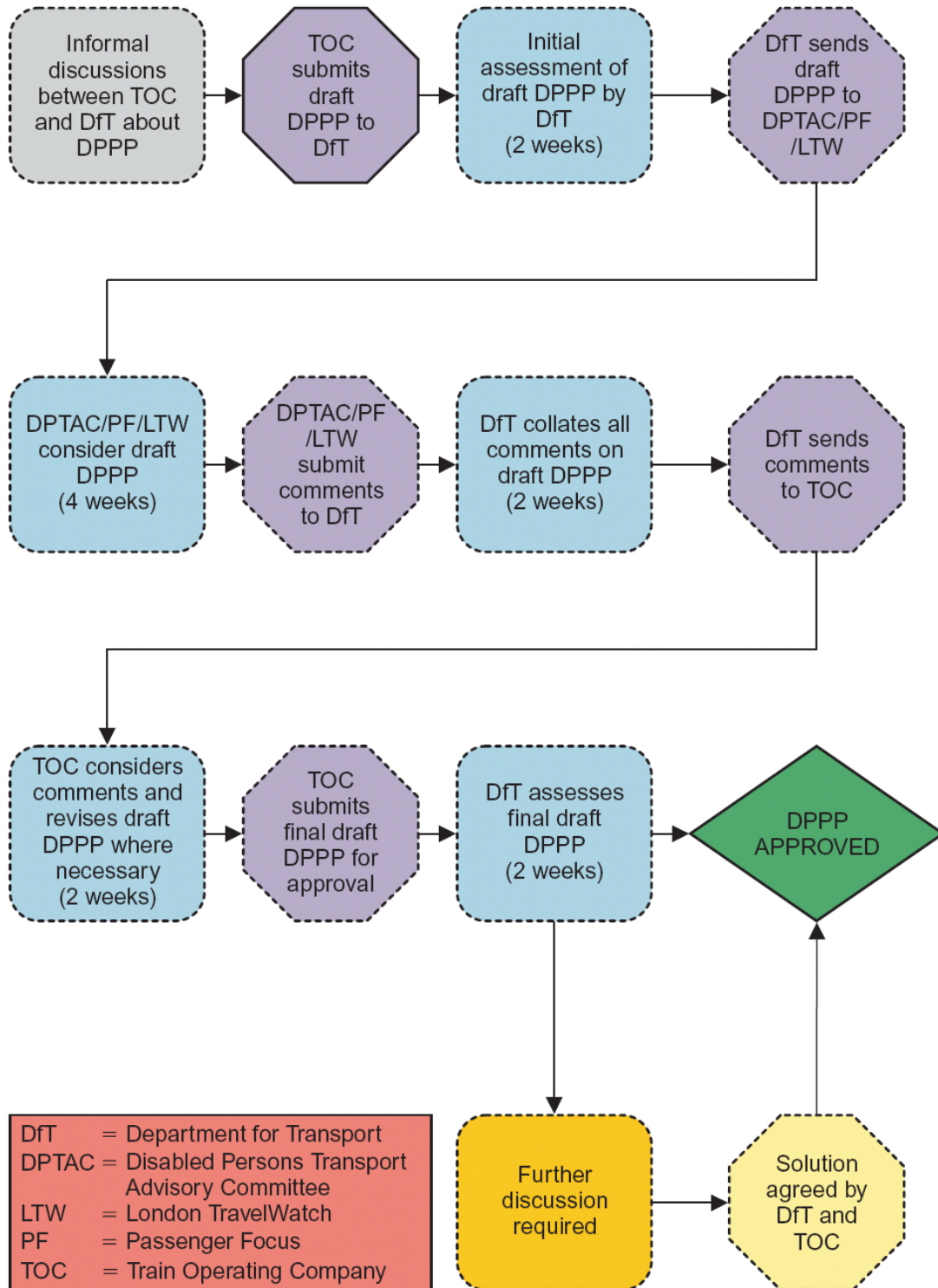
Operators are required to consult with DPTAC, Passenger Focus and (in the case of operators who services serve or are located within London) London TravelWatch on their draft DPPP before it can be approved. However, to promote efficiency, this process will be co-ordinated by the Department when operators submit their draft DPPP. The Department will consult with DPTAC and Passenger Focus (and, where necessary, London TravelWatch) before collating and feeding back a single set of comments to the operator.

Operators may wish to consult more widely on their DPPP before submitting their draft to the Department – for example with local authorities, representative organisations or local access groups.

Where there is disagreement between the Department and an operator about whether or not a draft DPPP meets the requirements set out in this guidance, the Department and operator will hold further discussions to allow each party to explain their respective positions and agree a solution.

Figure 3 Process for the initial approval of DPPP

⁴ http://www.seeitright.org.uk/xpedio/groups/public/documents/publicWebsite/public_seeitright.hcsp



New operators must establish a DPPP prior to a licence being granted. Drafts should be submitted to the Department as soon as possible for initial comment. If for any reason a new operator does not have all the necessary information in order to complete a draft DPPP, they should contact the Department for advice on how to proceed.

B4.2 Periodic reviews of DPPP's

Regular review of DPPP's is necessary to ensure that information made available to disabled passengers on the services and facilities available to them when using the rail network, and the standards of service they can expect, is as up-to-date and reliable as possible. DPPP's must therefore be reviewed by operators annually from the date of approval, or more frequently where this is required by the Secretary of State, or at the request of the operator.

The Department does not intend periodic reviews to be overly burdensome, nor require DPPP's to be rewritten. Operators are simply expected to:

- update their DPPP's to reflect any changes to policies that may have occurred since the last approval or review of their DPPP;
- update station accessibility information where changes may have occurred; and
- refresh information provided about any accessibility improvements that have been or are being carried out, or that are planned.

Operators may wish to keep the station accessibility information in their DPPP's under review throughout the year so that little additional work is required to update the DPPP at review stage.

Operators must submit their DPPP to the Department for review at least eight weeks before the anniversary of the date on which the DPPP was initially approved. When submitting reviewed DPPP's to the Department for approval, operators should submit the documents electronically to the Railways for All team.

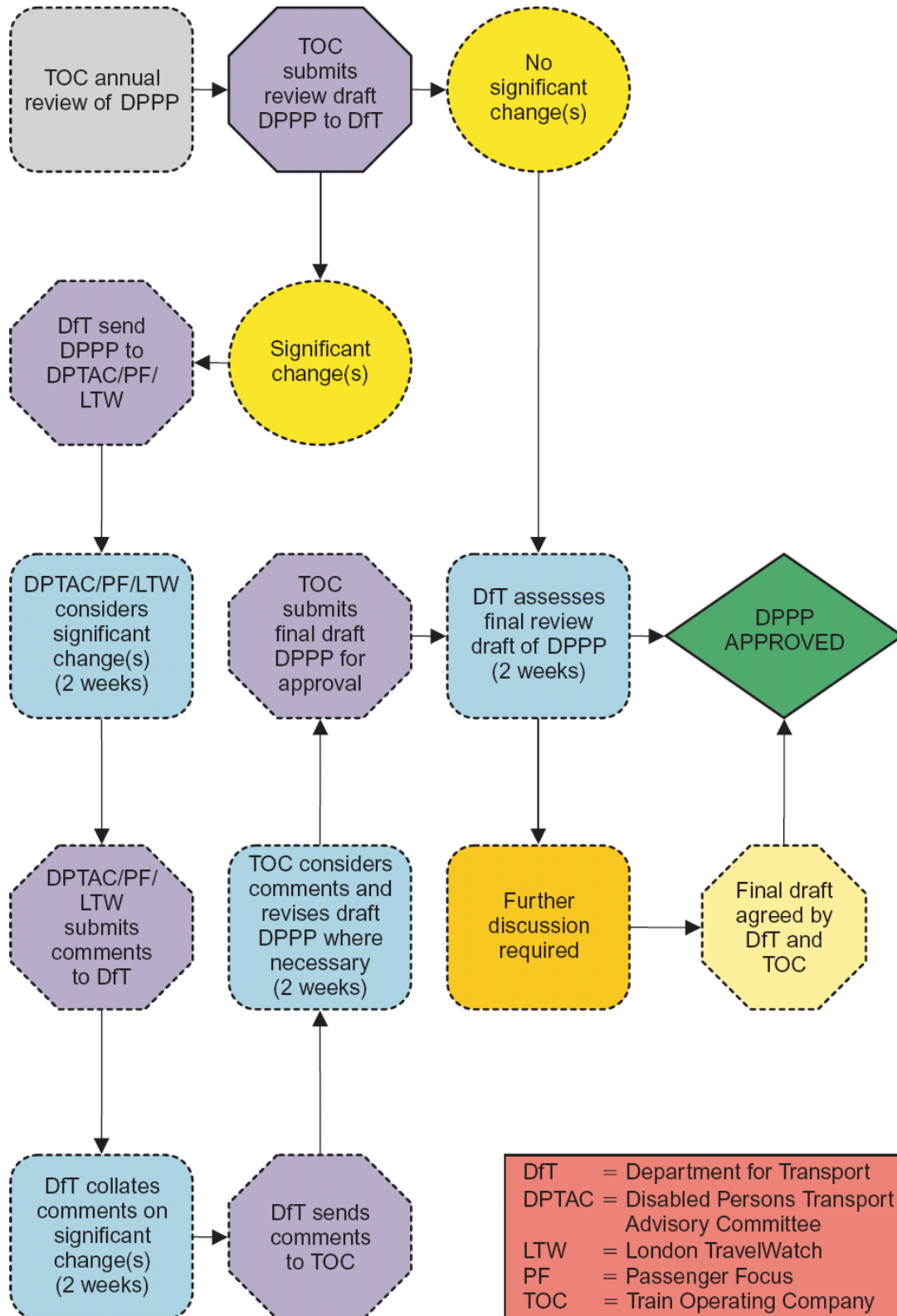
Operators are not expected to consult DPTAC or Passenger Focus as part of the periodic DPPP review process unless they are proposing significant changes to their DPPP. Where consultation is required, this will be co-ordinated by the Department in the same way as outlined in section B4.1 for new DPPP's.

Operators will need to judge whether any proposed changes are significant; we encourage operators to seek advice from the Department's Railways for All team if they are not sure whether a proposed change is significant. Significant changes include any changes that are likely to have a material impact on the way rail services are delivered for disabled people.

If operators submit a DPPP for review without identifying any significant changes, and the Department feels that significant changes have been made, then we will seek advice on the specific changes from DPTAC and Passenger Focus (and London TravelWatch if appropriate) before feeding back comments to the operator.

The review process is set out in Figure 4.

Figure 4 Process for the periodic review of DPPPs



B5. Availability of DPPPs

B5.1 Making DPPPs available following approval by the Department

Once an operator's initial DPPP is approved, they must make hard copies and electronic versions of both documents available to the public within three months of the approval date. This should allow sufficient time for any design, typesetting and publication to take place.

After the approval of an existing DPPP following periodic review, operators must make hard copies of their revised DPPP available within one month, and electronic versions available within one week after the approval date.

Where exceptional circumstances mean that these deadlines cannot be met for any reason, this must be agreed with the Department in advance.

B5.2 Hard copy

Each operator's passenger document needs to be widely available to passengers if it is to attract and benefit disabled people. Operators must ensure that copies of the passenger document are provided on leaflet racks and at ticket offices at all staffed stations called at by their services.

Operators must make their policy document available to passengers on request, providing a copy within seven working days of receiving a request. This must be without charge. Operators should display contact details for people to request a copy of the policy document at all stations called at by the operator's services.

See section C11 for detailed guidance on making available alternative formats of DPPPs.

B5.3 Online

Operators must make their passenger document available to passengers electronically on their website, in both Word and PDF formats.

The same section of their website should also provide details about how passengers can obtain an electronic or hard copy of the operator's policy document. Operators may wish to make their policy document directly available to passengers on their website, but in doing so should be mindful of the potential confusion of having two documents using the title *Making Rail Accessible* available on their website.

B5.4 Promoting DPPPs

Operators are expected actively to promote the availability of their DPPP, with a particular focus on the passenger document.

As well as ensuring that the passenger document is available at staffed stations, as required in section B5.2, and online, as required in section B5.3, additional promotion might include, for example, advertising at stations, on train services and more widely,

as well as providing copies of the passenger document to various public sources of information, such as libraries, travel information centres and Citizen's Advice Bureaux.

Section C: Passenger document

C1. Policy summary

Operators may wish to include, for the information of passengers, a summary of important elements of their policy document in their passenger document. This might include information on their strategy, as well as details of planned, ongoing or recently delivered access improvements to stations and rolling stock.

C2. Assistance for passengers

Disabled people who need help at a station, or special arrangements to board a train, could find it difficult simply to turn up and travel. Many stations and passenger trains are not fully accessible to some disabled people, particularly where staff cannot always be on hand to assist, or where a special facility is needed, such as a ramp.

To help address these problems, each licensed operator must participate in a reservation system for disabled passengers whose journey begins at any of the stations at which that operator's trains are scheduled to stop. The current system is the Assisted Passenger Reservation System (APRS).

In their DPPP's, operators must state their commitment to participate in APRS.

Operators should provide an explanation of the system, which should clearly set out what assistance they can and cannot offer to ensure that passengers are informed and that their expectations about what the system and operators can deliver are realistic.

Operators are also expected to make the following commitments in their DPPP's in relation to providing passenger assistance:

- a. provide sufficient resource to maintain the APRS and improve performance;
- b. not require passengers to give more than 24 hours' notice when booking through APRS. For international rail journeys, operators must not require passengers to give more than 48 hours' notice when booking through APRS;
- c. provide a telephone number (preferably freephone, but alternatively charged at local call rates) and an electronic means (e.g. email or online form) for passengers to use to book assistance through APRS, and to installing minicom, typetalk or equivalent facilities where they do not currently exist;
- d. provide assistance, when booked in advance through APRS, at any station during the hours that trains are scheduled to serve that station, and ensuring that details of these times are available on Knowledgebase;
- e. ensure that, where assistance has been arranged in advance, operators assist passengers off a train at its final destination as quickly as possible, and within a maximum of 5 minutes, wherever reasonably practicable. Passengers booking such assistance should be informed of this as part of the booking process (e.g. in a booking confirmation);

- f. provide assistance to disabled passengers who arrive at a station and require assistance to allow them to travel, but assistance has not been arranged in advance, where reasonably practicable. Operators would be expected to provide clear and reasonable justification to passengers where assistance cannot be provided for any reason;
- g. make ramps available in accordance with section C6.8, below (operators are not required to include this commitment twice in their DPPP and are free to choose whether this is best placed in the section regarding passenger assistance or the section about ramps);
- h. work with other train and station operators, to agreed and established processes, to ensure that, where a disabled passenger's journey involves changes or connections with other operators' services, assistance can be arranged through APRS through a single point of contact. Operators are expected to provide some details of these procedures in their DPPPs as appropriate;
- i. promptly update Knowledgebase with any changes to the accessibility of services and facilities at stations so that information on the Station Journey Planner ('Stations Made Easy') is up to date and passengers who request assistance can be made aware of any limitations and/or temporary restrictions. Operators must state that the following are included in this commitment:
- where stations that have a physical constraint that prevents some disabled people from using it;
 - where significant temporary work that affects station accessibility is being carried out;
 - where there are changes to stations that would make them temporarily inaccessible (e.g. when facilities such as lifts and toilets at stations are out of order);
 - where facilities on trains that materially affect disabled passengers' journeys are unavailable, including the use of inaccessible rolling stock on routes where stock is normally accessible, as far as this is reasonably practicable.
- j. directly update the Station Journey Planner by contacting the help desk, as appropriate, whenever any short-term or unplanned changes are likely to have significant impact on passengers' ability to complete their journeys and this would not be captured by the weekly Knowledgebase update.

C3. Alternative accessible transport

Operators must commit in their DPPPs to provide, without extra charge, an appropriate alternative accessible service to take disabled passengers to the nearest or most convenient accessible station from where they can continue their journey:

- a. where a disabled passenger is unable to travel from a station because the station is inaccessible to them (e.g. because of a physical constraint);
- b. where, for whatever reason, substitute transport is provided to replace rail services (e.g. because of planned engineering works) that is inaccessible to disabled passengers;
- c. where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

Operators should consult section Y1 of *Accessible Train Station Design for Disabled People: A Code of Practice*, which sets out mandatory standards and guidance regarding pre-planned and emergency substitute transport.

Operators should also note that, when providing taxis for disabled people, this will not always require an ‘accessible’ taxi. The need for ‘accessible’ taxis will depend on the specific needs of the individual passenger, which should be discussed with the passenger before taxis are arranged. Operators should also be mindful of the need to ensure that taxis are used appropriately and that disabled passengers should be allowed to make as much of their journey by rail as possible.

C4. Passenger information

Disabled passengers should be confident that the information they are given is accurate and consistent. This is particularly true where their journey involves a change of train, for example, since they may require assurance that their whole journey can be made without undue difficulty.

Operators must give a commitment to providing up-to-date information about the accessibility of facilities and services at stations and on their trains on the National Rail Enquiries website, including the Station Journey Planner (‘Stations Made Easy’), as well as their own website. This must include a commitment to update this information within 24 hours of notification of any changes, nominating one or more specific posts in the licence holder’s company to be responsible for updating it. Staff at stations should have access to up-to-date information (via Knowledgebase) and be able to provide this information to passengers on request.

With regard to information provided to customers in hard formats as part of fulfilling the requirements of this guidance, operators should commit to updating this information as often as is practicable, and at least annually as part of the DPPP review process.

The specific requirements regarding the provision of station accessibility information are set out in section C12, below.

C5. Tickets and fares

Operators must commit to ensuring that, where disabled passengers are unable to buy a ticket at a station before their journey, they are able to buy a ticket without penalty on the train or at their destination.

Operators must include information in their passenger document about any fare discounts or reductions available to disabled passengers, including those available to customers that do not hold a Disabled Persons Railcard. It is recommended that operators make reference to ATOC’s *Rail Travel Made Easy*⁵ leaflet as a source of further information on the Disabled Persons Railcard and other relevant fare concessions.

⁵ http://www.nationalrail.co.uk/passenger_services/disabled_passengers/

C6. At the station

C6.1 Station entrances

Operators must give a commitment that they will not permanently close station entrances or gates if this will lead to a reduction in accessibility for disabled passengers to any platform or facility at that station, unless operators have first consulted with the Department, Passenger Focus (and London TravelWatch, where appropriate) and local access groups, and the changes to access have been approved by the Department.

Operators should consider the needs of disabled people when restricting or temporarily closing access points at stations. Section F2 of *Accessible Train Station Design for Disabled People: A Code of Practice* sets out mandatory standards regarding unobstructed progress during building works.

For any permanent closure of an entrance or gate, an application for a minor modification determination would need to be made to the Department under sections 34 and 35 of the Railways Act 2005. The Department has issued an operational guidance note on minor modifications that is available to view on the Department's website.⁶

C6.2 Aural and visual information

Operators should give details in their DPPP of their policies for the provision of aural and visual information at stations. This must include a commitment to providing, wherever possible, clear and consistent aural and visual information of train departures and other relevant messages, particularly in the event of delays or disruption.

C6.3 Information points and displays

Disabled passengers should be able to get all the information they need at a station from one source. Sections A2 and B1 of *Accessible Train Station Design for Disabled People: A Code of Practice* provide standards and guidance for information provision.

Operators are expected to commit to, and where appropriate provide details of, the following in their DPPP:

- a. Providing information points at all larger stations, which are open whenever the booking office is open, ensuring they are clearly signposted and locating them in an obvious position close to, or on, the concourse. We also recommend that operators consider providing clearly marked designated meeting points at larger stations for use by people that have booked assistance to meet station staff. Larger stations are defined here as Network Rail category A, B and C stations.
- b. Clearly marking information points as the best place for disabled people to seek advice, and ensuring that they are designed and equipped to make it easy for

⁶ The Department's operational guidance note can be found at:
<http://www.dft.gov.uk/pgr/rail/passenger/stations/minoropguide.pdf>

disabled people to use them. Booking offices themselves can be used as information points if suitably marked and equipped.

- c. Making information on the facilities, services and accessibility of all its stations available to passengers at information points, station ticket offices, by telephone and on the internet. This requirement is likely to be largely fulfilled by making the station accessibility information available (see section C12).
- d. Making information on timetables, fares, connections and confirmation of any help arrangements that have been made through the APRS available at information points.
- e. Ensuring timetables, posters, information leaflets and other materials are placed so that both wheelchair users and standing passengers (who may be unable to stoop) can use them, wherever possible. It may be necessary in some circumstances to provide some or all of these at different heights to ensure that they can be accessed by everyone, where this is feasible.
- f. Ensuring that staff at information points are able to provide the most up-to-date information to disabled passengers, including information on the services and facilities provided by other operators, as well as the accessibility of other transport available near the station. If staff are unable to provide information on the services and facilities of other operators, or the accessibility of other transport, they should be able to direct passengers to where such information can be found. Operators are expected to co-operate to ensure that information about their services and facilities is available to other operators.
- g. Making all information about train services on display at stations available through appropriate telephone help lines and staffed information points.
- h. Providing real-time information at stations as soon as reasonably practicable, including timetables and information about delays, diversions and any other events that may affect passengers' journeys.

C6.4 Ticket machines

Operators must commit to ensuring that, where automatic ticket machines are provided at stations, they have the facility to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion. Section N2 of *Accessible Train Station Design for Disabled People: A Code of Practice* provides standards and guidance for ticket vending machines.

C6.5 Ticket gates

Operators must commit to ensuring that, where a station has automatic ticket gates or manual gates, where these are unstaffed, or staff are not in attendance, they must be locked open. Section N3 of *Accessible Train Station Design for Disabled People: A Code of Practice* provides standards and guidance for ticket barriers.

C6.6 Luggage

Luggage can be difficult to manage for many disabled people, and operators must ensure that staff will be available to help where this assistance has been arranged in advance (for example through APRS).

Operators must provide details of their policy for assisting disabled passengers with luggage in their DPPP, including the points between which operator's staff are able to provide help and whether there is a charge for doing so. It is expected that operators' policies should be consistent with the relevant sections of the National Rail Conditions of Carriage.

C6.7 Left luggage

Operators should state in their DPPPs a commitment to ensuring that, where left-luggage facilities are available to passengers, these will be available to disabled passengers, including wheelchair users. This requires lockers of different sizes to be provided at various heights to suit the range of passengers who may wish to use them. Lockers must also have a mechanism that can be easily used by people with a visual impairment and/or limited strength or manual dexterity.

C6.8 Ramps

Operators must commit in their DPPPs to making ramps that are fit for purpose, available at all staffed stations (either at the station or on board the train) to facilitate the boarding or leaving of the train by wheelchair users, whether assistance has been booked in advance or not.

Where assistance to board or alight from a train at an unstaffed station using a ramp has been arranged in advance through APRS, the operator must ensure that they make a member of staff with a ramp available to deliver the assistance.

See also section C2, part (f) above.

C6.9 Facilities provided by third parties

Operators should state in their DPPPs what actions they will take to ensure that services and facilities provided by third parties are as accessible as possible. Such actions might include ensuring that services and facilities provided by third parties are not located where they will cause an obstruction or, where operators have a contract with a third-party service provider, making accessibility a requirement of their contract. While it is recognised that third-party service providers have their own responsibilities under the DDA, operators are expected to make every effort to ensure that any services and facilities provided by others at their stations are accessible to disabled passengers.

C7. On the train

C7.1 Aural and visual information

Operators should give details in their DPPP of their policies for the provision of aural and visual information on trains. This must include a commitment to providing, wherever possible, clear and consistent aural and visual information on the approach to stations, and in the event of delays or disruption.

Operators should take into account in their policies the particular needs of visually impaired, deaf or hard of hearing people with regard to aural and visual announcements, as well as considering the needs of those with reduced mobility when announcing the name of the station being approached to ensure that disabled passengers have sufficient time to prepare to leave the train.

C7.2 Seats on trains

Operators are expected to make every reasonable effort to ensure that disabled passengers can obtain a seat on a train, particularly where these are not reservable, and that wheelchair users are able to use wheelchair spaces.

Operators must provide details of the arrangements for providing assistance in obtaining a seat on a train. This includes clearly stating their policy on reserving priority seats and making it clear that Advance fares can be booked at the same time as arranging assistance through the APRS.

They must also ensure that any information provided to passengers when booking assistance in advance is clear and accurate. For example, where assistance has been booked, but a specific seat or wheelchair space has not been reserved, this must be made clear to the passenger at the time of booking to avoid misunderstanding.

Where wheelchair users can only be conveyed in guard's vans, operators must commit to ensuring that the guard's vans are clean, properly lit, heated and ventilated.

C7.3 Scooter carriage

Operators must state in their DPPP their policy regarding the carriage of scooters for mobility-impaired people on their trains. Operators are expected to make the reasoning behind their policy clear in the DPPP, particularly with regard to any policy excluding the carriage of some or all mobility scooters.

Where operators do carry scooters on trains, it is recommended that operators clearly indicate whether passengers are required to transfer to a seat, rather than remain seated on their scooter while on board the train.

C7.4 Rolling stock information

Operators are expected to provide in their DPPP, for the information of disabled passengers, an overview of the types of rolling stock used on their services, including information on the general accessibility of each type and details of the routes on which different types of rolling stock are normally scheduled to run. This should

include an indication of the extent to which passengers can be confident of the accessibility of the rolling stock used on particular routes.

C8. Making connections

C8.1 Connections to other train services

Where journeys involve a change of train, disabled passengers may require assurance that their whole journey can be made without undue difficulty.

Operators must provide details of their policy for assisting disabled people in making connections to other trains, whether operated by themselves or another train operating company. This should include any assistance provided when trains are re-platformed at short notice and where aural and visual announcements are made at short notice. This might include sighted guidance for visually impaired people, for example.

Assistance information for the entire journey should be relayed by the operator initiating the journey to passengers booking through APRS.

C8.2 Intermodal connections

Operators must provide details of their policy for assisting disabled passengers in connecting to other services operating from the station, such as light rail, buses and taxis. Operators should make clear in their policy what assistance their staff can and cannot provide.

Operators must commit to providing information about the availability of accessible transport from the station, such as accessible taxis. Where access by non-licensed taxis to stations is regulated under contract with the station operator, the terms of the contract must include, from the earliest opportunity, the requirement for the taxi operator to provide wheelchair-accessible vehicles. Operators should make clear in their DPPP whether such arrangements are in place at any of their stations.

Section E1 of *Accessible Train Station Design for Disabled People: A Code of Practice* provides standards and guidance for set-down and pick-up points at stations. Additional guidance on car parking is set out in section D9.

C9. Disruption to facilities and services

Disruption to facilities and services can have a significant impact on both the accessibility of rail services to disabled people and the confidence of disabled people in travelling on the railway. Where disruption does occur, it is expected that operators will do everything possible to ensure that, wherever possible, disabled passengers are able to continue their journey and are not left stranded.

Operators must provide details of relevant policies and operational arrangements for meeting the needs of disabled passengers when dealing with the breakdown of facilities and services that can affect access to passenger trains and stations.

This should include providing details of the operator's policy with regard to assisting disabled people in making connections when trains are re-platformed at short notice,

as well as information on policies and procedures relating to the provision of accessible substitute transport. Where substitute transport is provided to replace disrupted services, operators must commit to providing clear aural and visual information to direct passengers to the substitute transport. Where substitute transport is inaccessible to some disabled people, alternative arrangements should be made, as set out at C3.

Where passengers have booked assistance in advance through APRS that, because of service disruption, is no longer valid, operators must give a commitment to contacting the passengers to inform them and, if necessary, make alternative arrangements (such as re-booking assistance). Operators should also provide details of arrangements for assisting disabled people when disruption occurs with no advance warning.

Operators must commit to making reasonable efforts to provide, wherever possible, reasonable replacement facilities that are accessible when the level of accessibility of facilities at a station is less than that normally provided (e.g. as a result of the breakdown, alteration or removal of facilities) and to publicise details of the change to station accessibility, including a timescale for the expected return to the normal level of accessibility at the station. This may include providing notices on websites, appropriate signage at the station and on the route, as necessary, and ensuring that staff are kept informed. Operators should also ensure that information is updated on Knowledgebase as set out in section C4.

Operators should make it clear in this section that information about their procedures for assisting disabled passengers at stations and on trains in the event of an emergency is available in their policy document.

Operators must have in place a mechanism to allow passengers to inform them when there are problems, particularly at unstaffed stations. Operators may wish to set this out when providing details of feedback mechanisms (see section C10).

C10. Contact us

Operators must provide contact details for passengers to use to:

- a. provide general feedback on services or facilities and inform the operator of specific problems with facilities, such as a non-functioning lift or accessible toilet for example (including offering alternative formats for passengers to provide feedback);
- b. obtain a copy of the operator's passenger document and/or their policy document (including in alternative formats – see section C11).

Operators should also provide details of the position(s) in the company with day-to-day responsibility for the DPPP and how they can be contacted.

C11. Alternative formats

Operators must commit to providing copies of all documents comprising their DPPP, including those in alternative formats, to passengers on request within seven working days. Details of the alternative formats available should be provided in the DPPP (these might include Easy Read, Large Print, audio and/or other formats).

It is recommended that operators have alternative format versions of their DPPP prepared, rather than waiting until an alternative format is requested before considering how to produce their DPPP in alternative formats, so that copies can be quickly produced and provided to passengers on request within the required timescale. This would also allow operators to make alternative formats of their DPPP directly available through their website.

Operators should maintain an awareness of developments in alternative formats to ensure that they are well placed to meet the needs of disabled passengers in the future.

Operators must also commit to providing feedback mechanisms in alternative formats. Details of what alternative formats are available for providing feedback should be set out in the DPPP. Operators may wish to include these details under the 'Contact us' section (see section C10).

C12. Station accessibility information

Operators are expected to provide details of services and facilities at all of the stations they manage, as set out in Appendix B.

We recommend that operators include accessibility information about other stations called at by their services, particularly for larger stations, key interchanges and termini. Operators must include information on relevant stations operated by Network Rail in their station accessibility information, to be provided by Network Rail as set out in section C13, below.

Operators may wish to include, here or elsewhere in their DPPP as appropriate, a warning about the accuracy of information included. It is recommended that operators draw attention to the fact that information in the DPPP is current as of the date of the last review and that the latest up-to-date information should be sought directly from the operator or elsewhere as appropriate (giving appropriate contact details as necessary).

C13. Specific requirements for Network Rail

As Network Rail does not operate passenger train services, it is not required to produce a passenger document. Network Rail must, however, produce a policy document in line with part D of this guidance and submit it to the Department for approval in accordance with section B4.

However, there are sections from part C of this guidance that are still relevant to Network Rail, which will need to be followed and the relevant commitments and information included in Network Rail's policy document.

These sections are:

- C2 (Assistance for passengers);
- C4 (Passenger information);
- C6 (At the station);

- C8 (Making connections);
- C9 (Disruption to facilities and services);
- C10 (Contact us);
- C11 (Alternative formats);
- C12 (Station accessibility information).

Once this document has been approved, Network Rail must ensure that it is shared with all licensed passenger train operators so that the operators have current and consistent information about Network Rail stations and services to inform their own passenger information documents, in particular with regard to station accessibility information.

Network Rail must also make its DPPP document available on its website and make it available to passengers on request in accordance with section B5.

Section D: Policy document

D1. Operator's strategy

Operators are required to include in their policy document details of their strategy regarding accessibility. This should include a commitment to the continuous improvement of services and facilities for disabled people, details of the operator's strategy for the implementation of plans and policies for improving access and services in the coming year, as well as any other information about how operators take the needs of disabled people into account as part of their day-to-day operations and longer-term planning.

Operators may also wish to include information on any relevant franchise commitments and investment plans.

D2. Management arrangements

The provision of services to disabled people must be considered an integral part of planning and delivering rail services. In order to demonstrate this, operators are expected to allocate overall responsibility for the DPPP to a director of the licence holder's company and should provide details of the following in their DPPP:

- a. how their DPPP is integrated into both business and project planning, and how the needs of disabled people are taken into account;
- b. the senior management reporting arrangements that are in place for the implementation of their DPPP;
- c. how managers and staff are made aware of their responsibilities to disabled passengers;
- d. what systems are in place to ensure that services and facilities for disabled passengers are provided according to the operator's DPPP and the Department's Code of Practice;
- e. whether systems are in place for assessing the return on investment of improvements for disabled passengers.

D3. Monitoring and evaluation

The monitoring and evaluation of performance in delivering services and facilities to disabled passengers, and acting upon the results, are crucial in ensuring that the standards of service committed to in DPPPs are being met, as well as delivering on the commitment to continuous improvement (see section D1).

Operators are therefore required to monitor and evaluate their performance in meeting the standards and commitments in their DPPP. They must set out in their DPPPs what mechanisms they have in place to monitor and evaluate performance, which should include the use of measurable criteria where appropriate. Where operators have a commitment in their franchise agreement to monitor and evaluate performance in

providing booked assistance, they should include details of the processes in place for doing so.

Operators should identify and set out in their DPPP the range of information that they use to monitor and evaluate performance. It is expected that this will largely depend on sources of data that are already available and be integrated with operators' existing arrangements for performance management, although operators are encouraged to seek more information where this would be helpful.

As part of annual reviews, operators are expected to provide the Department with details of any key actions they have identified to improve performance.

D4. Access improvements

Operators must state their commitment to comply with the PRM TSI⁷ (or, for light rail, rail vehicle accessibility regulations under section 46 of the Disability Discrimination Act 1995) and the Department's Code of Practice when installing or refurbishing rolling stock and facilities at stations. This should include a commitment to applying for derogations against the PRM TSI and/or dispensations against the Code of Practice when necessary, after every effort has been made to comply with the relevant requirements.

Operators are also expected to provide details in their DPPP about any specific access improvement schemes. This is expected to include:

- a. identifying relevant schemes delivered since the last review (or, in the case of an initial DPPP, delivered in the previous twelve months);
- b. reporting on the progress of ongoing schemes currently being delivered by the operator, including estimated timescales for delivery/completion;
- c. providing information on the progress of key ongoing schemes being delivered by other parties, including estimated timescales for delivery/completion where possible;
- d. details of any firm plans for future access improvements, including information about any priorities for future improvements that have been identified;
- e. details of any plans for other station or rolling stock works, how accessibility improvements are being incorporated and how the needs of disabled people have been taken into account. This includes identifying where stations and rolling stock are being brought into line with the Department's Code of Practice and the PRM TSI.

When providing details on the above, operators should be pragmatic in deciding what information, to what level of detail, should be included. Operators may wish to make it clear, if necessary, that information (for example on timescales for delivery of schemes) is estimated and/or subject to change. Operators are encouraged to contact

⁷ European technical specification for interoperability relating to 'persons with reduced mobility' in the trans-European conventional and high-speed rail system, as set out as an annex to the Commission Decision of 21 December 2007 (2008/164/EC), notified under document C(2007) 6633.

the Railways for All team for advice if they are unsure about what information to include.

D5. Working with others

Operators are expected to provide in their policy document (as an appendix if preferred) a list of key organisations (including, for example, any partnerships, local authorities, PTEs and local access groups) that they consult with about accessibility issues, such as options for and prioritisation of access improvements.

Operators may find it helpful to refer to existing guidance on criteria for working with organisations of disabled people, which can be found at Annex 8 of the Department's document *Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – Code of Practice*,⁸ when considering groups to consult about accessibility issues.

D6. Staff training

Operators are expected to make the following commitments in their DPPP in relation to staff training:

- a. All staff will receive relevant disability awareness training or disability equality training, including senior and key managers, to ensure that they are made aware of their responsibilities to disabled passengers.
- b. Frontline staff who may, at any time, need to assist passengers will receive appropriate training in the use of equipment provided to assist people with disabilities, such as ramps, wheelchairs and induction loops.
- c. Any staff who may, at any time, deal directly with passengers will receive appropriate training to help them communicate with people with different disabilities.
- d. Any staff who answer telephones will be trained in communicating clearly with people who may have difficulty speaking, hearing or understanding.

Operators may wish to refer to DPTAC's *Disability Equality and Awareness Training Framework for Transport Staff*⁹ for guidance and good practice on staff training.

An overview of the operator's relevant staff training, including the timetable and the numbers of staff that have received the training, should be provided to the Department annually when the operator submits their DPPP for review.

D7. Emergency procedures

Operators should explain in their DPPP how their plans for dealing with emergencies take into account the needs of disabled passengers, including any relevant training given to staff.

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<http://webarchive.nationalarchives.gov.uk/+/http://www.dft.gov.uk/transportforyou/access/aviationshipping/access-to-air-travel-for-disabled.pdf>

⁹ <http://www.dptac.gov.uk/education/stafftraining/pdf/trainingframework-nontabular.pdf>

This should include general information about the operators' policies for providing assistance to disabled people at stations and on trains in the event of an emergency. Operators are not expected to provide details about their plans for dealing with a range of specific emergencies.

D8. Communications strategy

Operators should provide details in their DPPP about how they plan their communications to consider the needs of disabled people. Many disabled rail users will only travel infrequently, and important information, which might be more easily communicated to regular rail users, would be less likely to reach disabled people. Operators therefore need to demonstrate that the varied needs of different disabled passengers are taken into account when considering how information is communicated. This will vary according to each individual operator's approach but may include, for example, advertising, sending information out to other public information sources (such as information boards and libraries) and working with local authorities, charities and local access groups.

D8.1 Telephone

Operators must state their commitment to ensuring that:

- a. all telephone services for disabled people have text phones, such as minicom (connected to a good quality printer). See section C2, part (c), above. It is recommended that text phones have a dedicated telephone number;
- b. recorded information given by telephone is clear and will either provide an option to be connected to a human operator, or quote a phone number where a human operator can be contacted. It is recommended that this is at, or near, the start of any recorded information.

D8.2 Websites

In some respects operators rely on and reproduce information from other websites that are beyond their control, such as journey planning information. While it is recognised that this may limit the extent to which an operator's website can be made as accessible as possible, operators are expected to commit to working towards achieving the industry-recognised W3C standards.

D8.3 Signage

Operators are expected to explain in their DPPP how they will work with local authorities to ensure that stations are clearly and consistently signposted.

Sections K1–K9 of *Accessible Train Station Design for Disabled People: A Code of Practice* provide standards and guidance on signage at stations.

Operators are also encouraged to refer to the good practice guide published by the RSSB on wayfinding at stations¹⁰ when considering how and where at stations to locate signage and provide information.

¹⁰ http://www.rssb.co.uk/SiteCollectionDocuments/pdf/reports/Research/T321_guide_final.pdf

D9. Car parking

Operators must set out their commitment to ongoing monitoring of the use of designated disabled parking bays in station car parks, when the provision is not compliant with section D3 of *Accessible Train Station Design for Disabled People: A Code of Practice*. This is to ensure that the provision of designated disabled parking bays remains sufficient. This information may also need to be submitted to the Department to support any applications for dispensations against the Code of Practice.

Operators must provide details in their DPPP of the enforcement and security arrangements that are in place for monitoring disabled parking spaces within the station lease area, including those operated by contractors. These should make sure that motorists who do not hold disabled parking badges are not using designated disabled parking bays.

Appendices

Appendix A: Timetable for new DPPP

Below is set out a timetable for each current licensed operator to submit their revised DPPP, produced under this new guidance, to the Department for approval. Those operators that have most recently reviewed and updated their existing DPPPs, and open access operators, have been put towards the end of the list. However, operators in Group 1 should still have plenty of time to draft their new DPPP in time for the deadline.

Group	Operating company	Deadline for submission of new DPPP
1	Arriva Trains Wales	01/04/2010
1	Chiltern Railways	01/04/2010
1	London Overground	01/04/2010
1	London Underground	01/04/2010
1	Network Rail	01/04/2010
2	First Scotrail	01/06/2010
2	London Midland	01/06/2010
2	Merseyrail	01/06/2010
2	National Express East Anglia	01/06/2010
2	Directly Operated Railways	01/06/2010
3	East Midlands Trains	02/08/2010
3	First Capital Connect	02/08/2010
3	Northern Rail	02/08/2010
3	South West Trains	02/08/2010
3	Virgin Trains	02/08/2010
4	c2c	01/10/2010
4	First Great Western	01/10/2010
4	First Trans-Pennine Express	01/10/2010
4	London South Eastern	01/10/2010
4	Southern	01/10/2010
5	CrossCountry	01/12/2010
5	Direct Rail Services Ltd	01/12/2010
5	Eurostar	01/12/2010
5	First GBRailFreight	01/12/2010
5	First Hull Trains	01/12/2010
5	Grand Central	01/12/2010
5	Heathrow Express	01/12/2010
5	Wrexham and Shropshire	01/12/2010

Appendix B: Station accessibility information

What information needs to be provided?

Operators are required to provide, as a minimum, information on the following for each station which they operate:

1. **Staffing** (indicating whether the station is staffed full-time, part-time or unstaffed).
2. **Step-free access** (indicating full, partial or no step-free access).
3. **Designated disabled parking** (indicating whether designated disabled parking bays are available at the station).
4. **Seating** (indicating whether there is seating at the station that is compliant with the Code of Practice, and details where this varies by platform).
5. **Toilets** (indicating whether standard and/or accessible toilet facilities are available and details where this varies by platform).
6. **Easy access ticket sales** (indicating whether the station has ticket machines and/or ticket office counter(s) that are compliant with the Code of Practice, and staff with relevant training).
7. **Designated meeting point** (indicating whether the station has a designated meeting point, with information as to where it is located).
8. **Customer information systems** (indicating whether this includes visual, aural or both types of information system).
9. **Secure Station accreditation** (indicating whether the station has Secure Station accreditation).
10. **Catering** (indicating the range and type of facilities available).

Operators are encouraged to define their understanding of these categories (such as 'step-free access', for example) more clearly if appropriate. They may also wish to consider providing additional information that will be of use to disabled passengers, which might include:

- wheelchair availability;
- ramp for train access;
- induction loops;
- accessible set-down and pick-up point;
- automatic doors;

- waiting rooms.

How should this information be made available?

Operators are responsible for determining the most appropriate format for providing this information to passengers.

It is acceptable that the station accessibility information should be provided to passengers separately from the main passenger information document, provided that the separate document makes it clear that it forms part of the Disabled People's Protection Policy (see section B1) and is also made available to the public in the same way as the passenger document, in accordance with section B5.1 of this guidance.

Operators should make alternative formats of their station accessibility information available as necessary in accordance with section C11 of the guidance.

It is expected that, following the production and review of DPPP's over the next couple of years, some good practice examples of how to present station accessibility information will emerge. There are already a number of good examples of ways in which such information can be presented to passengers in a concise, user-friendly way.

Appendix C: Reference documents

- Accessible Train Station Design for Disabled People: A Code of Practice
<http://www.dft.gov.uk/access/cop>
- Technical specification for interoperability relating to ‘persons with reduced mobility’ (PRM TSI)
<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2008:064:0072:0207:EN:PDF>
- Disability Discrimination Act (1995) and rail vehicle accessibility regulations made under section 46
http://www.opsi.gov.uk/acts/acts1995/ukpga_19950050_en_1
https://www.opsi.gov.uk/acts/acts2005/ukpga_20050013_en_1 (for 2005 amendments)
- Railways Act (1993)
http://www.opsi.gov.uk/acts/acts1993/Ukpga_19930043_en_1
<http://www.opsi.gov.uk/acts/acts2005/20050014.htm> (for 2005 amendments)
- European Regulation (EC) No. 1371/2007 on Rail Passenger Rights and Obligations
http://europa.eu/legislation_summaries/transport/rail_transport/124003_en.htm
- DPTAC training framework
<http://dptac.independent.gov.uk/education/stafftraining/>
- DfT Operational Guidance Note on minor modifications
<http://www.dft.gov.uk/pgr/rail/passenger/stations/minoropguide.pdf>
- Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – Code of Practice
<http://www.dft.gov.uk/transportforyou/access/aviationshipping/accesstoairtravelfordisabled.pdf>
- RSSB wayfinding at stations good practice guide
http://www.rssb.co.uk/SiteCollectionDocuments/pdf/reports/Research/T321_guide_final.pdf