

Improving Assisted Travel Consultation 2018 - Annex B: Guidance Changes Explanatory Tables

Location of current (2009) Guidance requirements in revised guidance

2009 Section	2009 Requirement Summary	New Location	New Type (Must / May)
B1	Name: 'Making Rail Accessible'	A2.1	To be determined post consultation
B2	Two part DPPP: a) customer facing 'passenger document', and b) general 'policy document'	A2.1	Must
B3	Text to be approved by DfT (now ORR)	2.2	Must
B3	Final versions to be provided to DfT (ORR)	2.2	Must
B3	Pax doc must be DL-size leaflet	A2.1	Must
B3	Policy doc must be A4 in Word and .pdf	A2.1	May
B3	Should be Plain English and jargon avoidance	A2.1	Must
B4.1	Operators must consult with DPTAC, Transport Focus and (if relevant) London TravelWatch before DPPP submission	2.2	Must
B4.2	Annual review and submission for approval	2.2	Must
B5.1	Making hard and electronic copies available to public 3 months after initial approval and one month after periodic review (e-versions one week after periodic review)	2.2	Must
B5.2	Details of when and where hard copies of passenger document must be available, including all staffed stations called at by services	A2.1	Must
B5.3	Online accessibility of passenger document, in word and pdf, and policy document	A2.1	Must
B5.4	Expectation of active promotion of DPPPs	B2.4	Must
C1	Inclusion of policy summary in passenger document suggested	N/A	N/A

2009 Section	2009 Requirement Summary	New Location	New Type (Must / May)
C10	Requirement for contact details to report problems and / or obtain passenger document or policy document	3.3d, 3.4	Must
C11	Requirement to provide documents in alternative formats	A2.1, 3.4	Must
C12	Recommendation that operators set out accessibility of other stations called at by own services	A2.2	Must
C13	Requirements for Network Rail	To be determined post consultation	
C2	Commitment to ARPS (now Passenger Assist) in passenger document	A1	Must
C2b	Commitment to 24-hours notice period (domestic) and 48 hours (international)	A1	Must
C2c	Provide telephone number, electronic means for booking assistance and install minicom/typetalk facilities	A2.1, A2.4, 3.2	Must
C2d	Provide assistance booked in advance between any stations during hours of passenger service, and make times available to Knowledgebase	A1	Must
C2e	Passengers to be assisted off train within 5 minutes	A1	Must
C2f	Provide assistance when not booked in advance where reasonably practicable, and provide justification where not	A1	Must
C2g	Make ramps available (repeated in C6.8)	A1	Must
C2h	Provide single point of contact for ARPS for multi-leg journey with multiple operators	A1	Must
C2i	Update Knowledgebase with accessibility changes to ensure Stations Made Easy up-to-date	A1	Must
C2j	Update Stations Made Easy with short-term or unplanned changes	A1	Must
C3	Where service is inaccessible for any reason (station constraints, lack of staff, engineering works, disruption etc) provide free alternative accessible transport	A4	Must

2009 Section	2009 Requirement Summary	New Location	New Type (Must / May)
C4	Update information provided in hard copy to passengers when practicable and at least annually	2.2	N/A
C4	Provide up-to-date info about station and train accessibility on National Rail Enquiries, Stations Made Easy and own website	A2.2	Must
C4	Nominate specific person to have responsibility for updating info within 24 hours of any change	N/A	N/A
C4	Ensure station staff have access to up-to-date Knowledgebase and provide information on request to passengers	A2.2	Must
C5	If disabled passenger unable to buy ticket at station, can buy on train or at destination without penalty	A3	Must
C5	Inclusion of fare discounts available to disabled people in passenger document, with (out of date) reference to ATOC (now RDG) leaflet	3.3a, A3	Must
C6.1	"Should" consider needs of disabled people when restricting or temporarily closing access points at stations, with reference to the stations Code of Practice	A7.5	Must
C6.1	Commitment to consulting with DfT, Transport Focus / London TravelWatch and local access groups where propose to permanently close station entrances/gates thereby reducing accessibility; notes that operators need to apply to DfT	A7.5	Must
C6.2	"Should" provide details of policy for provision of aural and visual info at stations	A2.3	Must
C6.2+ C6.2h	Commitment to clear and consistent information on train departures and other "relevant messages" at stations, especially during delays or disruption; expected that this is real-time "as soon as reasonably practicable"	A2.3	Must
C6.3	Disabled passengers "should" be able to get all information from single source at a station. Reference to Code on standards and guidance	A2.4	Must
C6.3a	"Recommend" designated meeting points at "larger stations"	A2.4	May

2009 Section	2009 Requirement Summary	New Location	New Type (Must / May)
C6.3a+b	"Expected to commit to" info points at "larger stations" (Network Rail categories A, B and C), suitably marked, designed and equipped - these can be booking offices	A2.4	Must
C6.3c	Station facilities, services and accessibility information at information points, station ticket offices, on internet and by phone	A2.4	Must
C6.3d+e+f	Information points should have timetables, fares, connections and Passenger Assist confirmations and arrangements, plus staff available to provide up-to-date information, plus details of onward and accessible connections, including other rail operators; printed information to be accessible to people with range of disabilities; expected that operators co-operate with each other	A2.4	Must
C6.3g	Expected to commit to make train service information on display at stations available by phone and at information points	A2.4	Must
C6.4	Commitment to issuing discount tickets for Disabled Persons Railcard holders and companions via TVMs, where in place, referencing the Code of Practice	A3	Must
C6.5	Commitment to locking gates open when staff not in attendance/unstaffed, referencing the Code of Practice	A3	Must
C6.6	Commitment to assisting disabled people with luggage where booked in advance and to providing details of any charges and points between which help provided; expectation of consistency with National Rail Conditions of Carriage (now National Rail Conditions of Travel)	A1	Must
C6.7	Commitment in passenger document to ensuring left luggage facilities suitable for disabled people	A7.1	Must
C6.8	Commitment in passenger doc to providing ramps at every staffed station for wheelchair users, deployed either from the train or from the platform	A1	Must
C6.9	Statement on action taken to ensure accessibility of third-party services and facilities, and expectation of "making every effort" in this regard	A7.3	Must
C7.1	"Should" consider need of "those with reduced mobility" when making station stop	A2.3	Must

2009 Section	2009 Requirement Summary	New Location	New Type (Must / May)
	announcements to provide time for disabled people to prepare to alight		
C7.1	Commitment to providing clear and consistent on-train aural and visual information on approach to stations and during delays and disruption, considering the needs of deaf and blind people	A2.3	Must
C7.2	Information provided during booking on seating provision must be clear and accurate	A1	Must
C7.2	"Reasonable efforts" expected to ensuring a seat or wheelchair space can be obtained	A1	Must
C7.2	Must provide details of arrangements for providing assistance in obtaining a seat, including reserving priority seats	A1, 3.3	Must
C7.2	Must make clear that advance fares can be booked at same time as arranging assistance	3.2	Must
C7.2	Requirements for guard van	To be explored	
C7.3	Requirement to have a policy on carriage of mobility scooters, including whether passengers have to transfer to seat	A5	Must
C7.4	Expectation of rolling stock overview / accessibility of routes	A2.2	Must
C8.1	Requirement to provide details of policy for assistance with connections to other train services, including during short notice replatforming	A1	Must
C8.2	Where contracts for "non-licensed taxis" (which we understand to mean Private Hire Vehicles) to stations provided, must be wheelchair accessible as soon as possible	A1	Must
C8.2	Requirement to providing information about availability of accessible transport from the station	A2.3	Must
C8.2	Requirement to provide details of policy for assistance with connections to other modes	A1, 3.2	Must
C9	Expectation that disabled passengers are not left stranded during disruption, and requirement to set out policy to ensure their needs are met, including substitute transport and information.	A2.3, A6	Must

2009 Section	2009 Requirement Summary	New Location	New Type (Must / May)
C9	Commit to contacting passengers with booked assistance when service not running due to disruption	A2.3	Must
C9	Requirement for feedback mechanism when problems arise	3.4	Must
C9	Commitment to providing replacement facilities where accessibility reduced for some reason, and to publicising details of changes and timescales and updating Knowledgebase	A7.4, A1	Must
D1	Requirement to include details of strategy, including commitment to continuous improvement, improving access and services, and how disabled people taken into account in day-to-day and longer term planning	B1	Must
D1	Operators "may wish" to include relevant franchise commitments and investment plans	B1	Must
D2	Expectation that overall responsibility for DPPP allocated to a director of licence holder's company	B2	Must
D2	Details "should" be provided of how provision of services to disabled integral to business and project planning and senior management reporting	B2	Must
D3	Requirement to monitoring and evaluating performance in meeting DPPP requirements and commitments, including any franchise agreement committed obligations	B3	Detail to be determined following consultation
D3	Expectation that annual reviews should include key actions to improve performance	B3	
D4	Commitment to comply with Code of Practice and PRM TSI	B4	Must
D4	Expectation that details of access improvement schemes provided, underway or planned	B4	Must
D5	Expectation that list of key organisations consulted with provided	B5	May
D6	Expectation of commitments to staff training, referencing the DPTAC framework	B6	Must

2009 Section	2009 Requirement Summary	New Location	New Type (Must / May)
D7	General explanation of how emergency planning takes into account disabled people "should" be provided	A6	Must
D8	"Should"/"Need to" set out how communications planning considers disabled people's varied needs	A2	Must
D8.1	Commitment to text phones with dedicated number	A2.1, A2.4, 3.2	Must
D8.1	Commitment to clear recorded information by phone that connects to human operator or number where human can be contacted	A2.4	Must
D8.2	Commitment to working towards W3C website accessibility standard	A2.5	Must
D8.3	Expectation operators will set out how they will work with local authorities to ensure clear and consistent signage	A2.3	Must
D9	Commitment to monitoring use of designated disabled parking bays when not compliant with Code of Practice to ensure 'sufficient' provision	A7.2	Must
D9	Requirement to provide details of disabled parking space enforcement and monitoring arrangements	A7.2	Must

Revised Guidance contents: location in 2009 Guidance

Reference	Section	2009 requirement
1	Introduction	Same
1.1	Accessible / Inclusive Travel Policies	
1.2	About this guidance	
1.3	Relevant Legislation	
1.4	Reviewing the guidance	
1.5	ORR contact information	
2	General requirements	
2.1	Name, structure and format	B1, B2, B3
2.2	Approvals and reviews	B4
3	Passenger leaflet	B1
3.1	Introduction	
3.2	Assistance: what is available and how to get it	C2, C6.6, C7.2, 7.3
3.3	What to expect – our commitment to you	
3a	Before you travel	C4
3b	At the station	C3, C5, C6, C8.2
3c	On the train	C7.1, 7.2, 7.3
3d	If things go wrong	C9
3.4	Where to get more information and get in touch	C6.3, C10, C11
4	Policy document	
A	Commitments to providing assistance	
A1	Booking and providing assistance	C2, C4, C6.6, C6.8, C8

Reference	Section	2009 requirement
A2	Information provision	
A2.1	Accessible / Inclusive Travel Policy documentation including alternative formats	B5.1, 5.2, 5.3, C11
A2.2	Stations and rolling stock accessibility information	C7.4, C12, Appendix B
A2.3	Passenger journey information (online, at stations, on trains)	D8
	Train departures and arrivals	C6.2, 6.3
	Connections and wayfinding	C8, D8.3
	Delays and disruption	C9
A2.4	Information points, help points and contact centres	C6.3, D8.1
A2.5	Websites	D8.2
A3	Ticketing and fares	C5, C6.4, C6.5
A4	Alternative accessible transport	C3
A5	Scooters and mobility aids	C7.3
A6	Delays, disruptions and emergencies	C9
A7	Station facilities	
A7.1	Left Luggage	C6.7
A7.2	Disabled parking	D9
A7.3	Third party provided facilities	C6.9
A7.4	Replacement facilities	C9
A7.5	Station entrances	C6.1
A8	Redress	
B	Strategy and management	
B1	Strategy	D1
B2	Management arrangements	D2
B3	Monitoring and evaluation	D3

Reference	Section	2009 requirement
B4	Access improvements	D4
B5	Working with disabled passengers, local communities and local authorities (incl raising awareness)	B5.4, D5, D8
B6	Staff training	D6



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