

ORR Accessible Travel Policy review form

Stakeholder	DPTAC
Train Operator	TransPennine Express
Review end date	31/1/20

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?	<p>The tone of the leaflet is very friendly and accessible in terms of its language. It is free of jargon and doesn't overly complicate the information provided.</p> <p>The Leaflet could be made more visually engaging by the use of photographs and graphics.</p>
Motivational impact: Does the leaflet provide positive encouragement for disabled people to travel by train as a result of reading the leaflet?	<p>The Leaflet conveys a strong sense that TPE welcomes disabled people on their services and will do all that they can to provide assistance, as necessary.</p> <p>About this Leaflet <i>Our aim is to provide an accessible and welcoming railway for all. We will ensure that your needs as an older or disabled customer are properly considered in all aspects of service delivery, enabling you to travel confidently and independently - This is good statement of commitment, and we suggest that TPE move it to the beginning of the 'About this Leaflet' section, so that it sets the right, motivational tone for the whole document.</i></p> <p>Assistance Cards & Lanyards <i>Sunflower Lanyards is a national scheme designed to help customers with hidden disabilities such as dementia to discreetly communicate to staff that they may need assistance, or a little more time when travelling. It would be motivational to include some other examples of non-visible disabilities that are covered by this scheme: e.g. people on the autistic spectrum, people with a mental health conditions, and so on.</i></p>

	<p>Also please be aware that some people with non-visible disabilities may not wish to wear a Sunflower lanyard so it's important to remind staff not to rely exclusively on this as an alert system.</p>
<p>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?</p>	<p>The Leaflet is very well laid-out, follows a logical sequence, and has very clear section headings.</p> <p>In general it is very easy to use; the only significant downside being its length.</p> <p>The end of the section '<i>About this leaflet</i>' is rather confusing in that it says that the Leaflet forms part of TPE's Accessible Travel Policy, and then goes on to highlight the Policy Document, and other information sources. These documents do not form TPE's Accessible Travel Policy but rather they describe and summarise it.</p>
<p>Good practice: Please highlight areas which are particularly strong and/or innovative.</p>	<ul style="list-style-type: none"> • Express Assist with just 2 hours request slot is an excellent option for those who are travelling between stations managed by TPE. • Promotion and staff training around Sunflower lanyards and Assistance Cards
<p>Other specific points: Please raise any other points that you think are relevant including any areas of inaccuracy and/or omissions.</p>	<p>DPTAC suggests that the term 'non-visible disabilities' be used rather than 'hidden disabilities'. It would be helpful to include a clear statement at the beginning of the Leaflet that TPE's Accessible Travel Policy covers all forms of disability whether visible or non-visible. DPTAC has previously provided a recommended example list of non-visible disabilities.</p> <p>At times the Leaflet can be a little too focussed on passengers with mobility impairments to the exclusion of passengers with other types of disabilities. For instance there is little information about hearing loops or tactile platform edges. At times of disruption, staff also need to be aware that hearing impaired passengers can often not hear PA announcements.</p> <p>General point – when compiling lists of things TPE can offer help with - it is better to use the same tense throughout (ie either 'book' 'reserve' 'provide' or 'booking' 'providing' 'reserving'). This makes it easier to read and absorb the information in the Leaflet.</p>

Help Points and Information Points

What are Help Points and what do they look like? More information about Help Points would help customers find them more easily when needed? (It might be worth including a graphic in the Leaflet and Policy Document.). It would also be useful to explain what Information Points are and how they differ from Help Points.

'Staff are encouraged to look out for customers with specific needs and offer appropriate help'

Are staff trained to notice less obvious/visible disabilities?

Express Assist (page 7)

For direct Journeys between two TransPennine Express Managed Stations

This would be easier to understand if it were expressed as.....*two stations managed by TransPeninne Express*

Assistance at Stations

'If you are travelling from an unstaffed station, make your way to the correct platform for the train you are travelling on, and when the train arrives, on-board staff will provide assistance for you to board.'

How will on-board staff identify you quickly and easily? Do you need to press the Help Point?

Journey Planning and Information

At our stations, where possible, we will advise waiting customers if we are aware that on-train accessible toilets or other accessible features are out of action or when trains with different facilities are being used on our services. What does 'where possible' depend upon (would you not always notify customers if you are aware of issues with toilets or other accessible features)? If TPE mean simply when they are aware of it then perhaps simplify the sentence to make that clear. Might be reassuring to also say what TPE will do for customers to assist them should this arise.

Tickets and Fares (pages 10 and 11)

Tickets can also be purchased online from third party retailers such as the Trainline.

You can also purchase concessionary if you have a Railcard (the text suggests that are only available to non-Railcard holders). For instance a Disabled persons Railcard holder who is visually impaired may wish to take advantage of the concessionary fare discount on Season Tickets, which aren't available with the Railcard.

	<p>Accessible Toilets & Changing Places It might be helpful to explain what ‘changing places’ are as this is a new initiative and won’t necessarily be obvious to customers.</p> <p>On Board Staff <i>‘If your hearing, vision or mobility is impaired, please advise on-board staff as soon as you can (e.g. when your ticket is being checked), so that they can make adjustments to ensure you get the information you need’.</i> Sometimes tickets don’t get checked or not until near the end of the journey. How else can someone contact staff for assistance if needed on board?</p> <p>Also note that the need to assist passengers within 5 minutes of arrival at their destination station is a mandated requirement, so should not be caveated by <i>‘we will endeavour to assist you’</i>.</p>
<p>Overall comments on the leaflet.</p>	<p>This leaflet is well-written, easy to use, and extremely thorough. Overall one of the best ATP Leaflets that DPTAC has reviewed.</p> <p>Its only significant weakness is its sheer length, which will deter some people from using it. We appreciate that there is a trade-off between ensuring that information is comprehensive and the length of the Leaflet, but if it was possible to reduce the length of the leaflet this would be beneficial.</p>

ATP: Policy Document

Question	Comments
<p>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</p>	<p>The tone was friendly and welcoming. The language used was clear and uncomplicated.</p> <p>The Document could be made more visually engaging by the use of photographs and graphics.</p>

<p>technical language, and jargon.]</p>	
<p>Motivational impact: Does the content of the policy document provide positive encouragement for disabled people to travel by 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.]</p>	<p>The Leaflet conveys a sense that TPE welcome disabled people on their services, and will do all that they can to provide assistance, as necessary, but in both cases not as strongly or clearly as the Passenger Leaflet.</p> <p>Working with disabled passengers, local communities etc <i>'We engage with local groups representing those with disabilities'</i> This is very thin with no detail given of local disabled groups that TPE actively engage with. It would be helpful and reassuring for customers to see some specific disability groups listed (including those representing people with non-visible disabilities)</p> <p><i>'Charity and Community groups'</i> This is listed at the very bottom of the list of relevant stakeholders and again is unconvincing.</p> <p>Management and Arrangements <i>We ensure accessibility is a consideration in all projects delivered across the business, with an Equality Impact review being required for all business cases.</i> This a very strong section with an unequivocal feeling of commitment from TPE from Director level down to staff on the platform.</p> <p>Monitoring and Evaluation Again a strong and reassuring section which describes a strong commitment to effective monitor and a sense that they are watching their performance on accessibility closely.</p> <p>It would be beneficial to see a clear statement st the beginning of the Policy Document that the Managing Director of TPE and the whole senior leadership team were committed to operating an inclusive and accessible railway.</p>
<p>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</p>	<p>The structure of the Policy Document was somewhat confused with no obvious logic. It would be better to use the same approach as the Passenger Leaflet and align section A with the sequence of a typical passenger journey (i.e. information and journey planning, fares and ticket purchase, getting to the station, station facilities and services, and so on).</p>

<p>provided sufficiently comprehensive and, where necessary, sufficiently detailed?</p>	<p>The confusing structure of the Policy Document when combined with its considerable length made it much less easy to use than the Passenger Leaflet.</p> <p>Introduction <i>The end goal is enabling you to travel confidently and independently.</i> Whilst this is absolutely admirable it is not possible for some disabled and older customers to travel 'independently' so perhaps better to say 'as independently as possible'</p>
<p>Good practice: Please highlight areas which are particularly strong and/or innovative.</p>	<ul style="list-style-type: none"> • <i>'Additionally, we are working with our stakeholders and user groups to identify locations which may benefit from offering copies of the leaflet. These may include community centres, job centres, citizens advice bureaux, libraries, and tourist information centres'.</i> Good idea to reach out to the community in this way. • Supported journey initiative (try a train) • Staff training developed in partnership with RNIB, Action on Hearing Loss etc. • Including Equality Impact assessments within business case reviews • Inclusion of contract partner staff within TPE staff training programme
<p>Other specific points: Please raise any other points that you think are relevant including any areas of inaccuracy and/or omissions</p>	<p>Most of the points made in our specific points with regard to the Passenger Leaflet also apply to the Policy Document, so please cross-refer to those comments as well when revising the Policy Document.</p> <p>Other Improvements <i>Rail Accessibility and Inclusion Forum for the North (RAIFN):</i> Appreciate this is a new forum (since Nov 2019) but we couldn't find anything on it when we searched via Google. Presumably in its infancy and presumably it will be advertised widely (posters at stations and various community locations)</p> <p>Staff Training</p> <ul style="list-style-type: none"> • It would be good to see greater reference to non-visible disabilities in this section and evidence of training being planned in partnership with suitable organisations (e.g. autism groups, mental health

	<p>groups)</p> <ul style="list-style-type: none"> • Many people also have non-visible physical conditions which require them to ask for assistance • Are TPE executives and directors required to undertake a suitable level of disability training?
<p>Overall comments on the document.</p>	<p>Many of the points made in our comments on the Passenger Leaflet also apply to the Policy Document, so please cross-refer to those comments as well when revising the Policy Document</p> <p>The Policy Document is generally well-written, friendly and largely jargon-free. However, its somewhat confused structure and even greater length make it much less easy to use than the Passenger Leaflet.</p>