**

# Improving Assisted Travel

# A consultation on changed to guidance for train and station operators on Disabled People’s Protection Policy (DPPP): pro forma

This pro forma is available to those that wish to use it to respond to our DPPP Guidance Review consultation. Other forms of response (e.g. letter format) are equally welcome, though we would be grateful if these could be structured broadly in line with the areas listed below (where you wish to comment), to aid our review of responses.

Please send your response to [DPPP@orr.gov.uk](mailto:DPPP@orr.gov.uk) by **18 January 2019**.

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| **Full name\*** |  |
| **Job title\*** |  |
| **Organisation** |  |
| **Email\*** |  |

\*This information will not be published on our website.

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| **Updating the Disabled People’s Protection Policy (DPPP) guidance for operators (Chapter 2)** |
| **Q1. What are your views on replacing ‘Disabled Person’s Protection Policy’ with ‘Inclusive Travel Policy’ or ‘Accessible Travel Policy’?** |
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| **Updating the Disabled People’s Protection Policy (DPPP) guidance for operators (Chapter 2)** |
| **Q2. What are your views on our proposal to replace the current passenger-facing document ‘Making Rail Accessible: helping older and disabled people’ with a more concise, passenger-friendly document as set out in the draft revised guidance?**  **a) Is there anything you consider is missing from the required content?**  **b) Is this still a meaningful title for this leaflet?** |
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| **Updating the Disabled People’s Protection Policy (DPPP) guidance for operators (Chapter 2)** |
| **Q3. What are your views on requiring that stations and rolling stock accessibility information form part of the policy document, rather than the passenger leaflet?** |
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| **Updating the Disabled People’s Protection Policy (DPPP) guidance for operators (Chapter 2)** |
| **Q4. What are your views on the proposed changes to the approval and review process? Do you have any additional suggestions for improvement?** |
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| **Updating the Disabled People’s Protection Policy (DPPP) guidance for operators (Chapter 2)** |
| **Q5. What are your views on the wording of the classifications described in Appendix B of the draft revised Guidance provided at Annex A to this consultation?** |
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| **Reliability (Chapter 3)** |
| **Q6. What are your views on the introduction of mandatory checks on station accessibility information at the assistance booking stage?** |
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| **Reliability (Chapter 3)** |
| **Q7. What are your views on the development of passenger best practice guidance to inform passengers about what to expect at stations and during journeys, and the actions they can take to support rail staff in the delivery of assistance?** |
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| **Reliability (Chapter 3)** |
| **Q8. What are your views on the introduction of an assistance handover protocol for all GB mainline stations to improve the quality and consistency of information communicated between boarding and alighting stations?** |
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| **Reliability (Chapter 3)** |
| **Q9. What are your view on the introduction of a dedicated assistance line for all GB mainline stations to improve the reliability of communication between stations during assistance handovers?** |
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| **Staff Training (Chapter 4)** |
| **Q10. What are your views on our training proposals? Do you agree with the proposed content?** |
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| **Staff Training (Chapter 4)** |
| **Q11. Do you agree that:**   * + **operators should be permitted no more than two years to update and revise their training packages and provide refresher training to all their staff?**   + **the refresher training should focus on priority areas for improvement for the industry as a whole, or should it be tailored to the priority areas for improvement for each individual operator?** |
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| **Passenger Awareness of Assisted Travel (Chapter 5)** |
| **Q12. What are your views on our recommendations for RDG regarding the promotion of assisted travel via Passenger Assist publicity and the issuing of Disabled Persons Railcards?** |
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| **Passenger Awareness of Assisted Travel (Chapter 5)** |
| **Q13. What are your views on our proposal to require operators to work with local authorities, service providers and disabled access groups to promote and improve the Passenger Assist service?** |
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| **Passenger Awareness of Assisted Travel (Chapter 5)** |
| **Q14. What are your views on the proposal for more prescriptive website requirements?** |
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| **New requirements and updates in DPPP Guidance (Chapter 6)** |
| **Q15. What are your views on the three options for reducing the notice period for booked assistance?** |
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| **New requirements and updates in DPPP Guidance (Chapter 6)** |
| **Q16. How do you consider any reduction might be phased in? If so, how might this happen?** |
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| **New requirements and updates in DPPP Guidance (Chapter 6)** |
| **Q17. What are your views on our proposals to strengthen how operators consider assistance provision for passengers where different modes of train operation are utilised?** |
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| **New requirements and updates in DPPP Guidance (Chapter 6)** |
| **Q18. What are your views on the proposal to introduce mandatory redress arrangements for assistance failure?** |
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| **New requirements and updates in DPPP Guidance (Chapter 6)** |
| **Q19. What are your views on our proposal that operators be required to be able to receive a call via text relay? Are there any barriers to this being adopted by all operators?** |
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| **New requirements and updates in DPPP Guidance (Chapter 6)** |
| **Q20. What is your view on our proposals to improve the accessibility of substitute and alternative transport provided by train and station operators?** |
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| **New requirements and updates in DPPP Guidance (Chapter 6)** |
| **Q21. What are your views on our proposal to ensure that at every station passengers are informed how to contact a member of staff that is able to provide assistance and service information?** |
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| **New requirements and updates in DPPP Guidance (Chapter 6)** |
| **Q22. What are your views on our proposals for the carriage of scooters contained in the draft revised Guidance? Are there any other changes to operators’ policies on scooters and mobility aids we should consider as part of the guidance review?** |
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| **New requirements and updates in DPPP Guidance (Chapter 6)** |
| **Q23. What are your views on our proposals to clarify the guidance to ensure:**  **a) passengers do not purchase tickets they cannot make use of; and**  **b) Operators consider how, where reasonably practicable, passengers will be informed when an accessible toilet is out of order, providing sufficient time for alternative travel options to be considered as required.** |
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| **Good Practice (Chapter 7)** |
| **Q24. Do you have any comments on the good practice areas listed? Are there other good practices that should be referred to in the revised Guidance?** |
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| **Q25. Do you have any other comments or views on improving Assisted Travel?** |
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Thank you for taking the time to respond.