Checking the support that train companies give to people at stations to make sure it is good enough

Please tell us what you think of our new way of checking the support.

What is in this document

About us

We are called the **Office of Rail and Road**. Or **ORR** for short.

We make sure that train companies run trains in a good and safe way.

About this document

This document is about the support that some people need at train stations.

It is about a new way for us to check the support.

This is to see how good the support is and what may need to change.

Many people need some extra support from staff at train stations.

Like some older people and disabled people.

For example, people may need support to:

- Move around the station.

- Get on and off a train.

- Carry heavy bags.

Train companies must give this support to anyone who needs it.

The support must be free.

There are some rules that train companies must follow about this.

People can book the support before their journey.

Or they can ask for support when they get to the station.

But we found that people who need support at stations do not always get the support they asked for.

For example, some people do not get all the support they asked for.

And some people do not get any support at all.

This can make life very hard for people who need support at train stations.

It could stop them from being able to travel by train.

We already check the support that train companies give to people at stations.

But we want to do more to make sure that train companies give people the right support.

We have a new way to check how each train company is doing to give people the right support.

This will help us to see which train companies are doing badly.

This means we can start changing things with them first.

We can also share good things that train companies are doing.

This will help other train companies to know what to do.

We worked with disabled people and other organisations to decide how we want to check train companies.

We would like to know what you think of our new way to check train companies first.

There are some questions for you to answer in this document if you can.

You can find out how to give us your answers on the next page.

How to give us your answers

Please send us your answers by 5pm on **Friday 14 February 2025.**

There are different ways that you can give us your answers.

1. **You can print off this document and fill in your answers.**

   Then you can send your answers by post to:

   Assistance Benchmarking Consultation
   Office of Rail and Road
   25 Cabot Square
   London
   E14 4QZ

2. **Or you can scan this document with your answers to your computer.**

   You use a machine called a scanner to do that.

   You can then email it to:

   ATP@orr.gov.uk

3. Or you can fill in this document on your computer.

You can just click on the boxes in this document.

Then you can tick the answer you want or write in the box.

You can then email the document to:

ATP@orr.gov.uk

4. Or you could put your answers onto a Microsoft Word document.

You can email the document to us at:

ATP@orr.gov.uk

How our new way to check train companies would work

We want to check how well each train company is doing to give people support at train stations.

This means checking all train companies that must give people support at stations.

We want to check the train companies every year.

We want this to start from 2025.

We want to check 2 main things with train companies every year.

We will give train companies a score for these 2 things.

This is to show if they are doing well, OK or badly.

The 2 main things that we want to check are below:

We want to check how people are getting support at train stations.

We would look at the things below:

1. Are people getting the support they asked for?

2. Are people happy with the support they get?

This is to see if the support they get is good and right for them.

3. Are staff at train stations getting the right training?

This is training to give people with different disabilities support.

Some staff must have training about how to give people support at stations.

Train companies should work with disabled people to make the training.

We want to check some things about the training.

For example, we want to check if staff know what support people may need and why it is important to them.

We also want to check if staff know how to give people support safely.

We would give train companies a score for each of these things first.

This is to show if they are doing well, OK or badly.

We may also say if each train company is doing better or worse than last time.

The second thing we want to check is on the next page.

2 We also want to check how train companies can make their support better if they need to.

This is about how train companies can sort out any problems with the support and make it better.

We would look at the things below:

1. **Do train companies keep information about how the support for people at train stations is working?**

2. **Do train companies think about what may go wrong with the support at train stations?**

   Do they make plans to stop any problems from happening?

3. **Do train companies work with people who need support at train stations and other train companies?**

   This is to look at how to make the support better if they need to.

   Train companies should be working with disabled people who use trains.

We would give train companies
a score for each of these things first.

This is to show if they are doing well,
OK or badly.

We may also say if each train company
is doing better or worse than last time.

More about what we would do

We may not have enough information
at first to check all train companies.

We have been working with train
companies to get better information
about the support they give people.

We would start by using the
information we have.

For example, we have some questions
that we ask some people who need
support at train stations every year.

We would also look at documents from
train companies and other information.

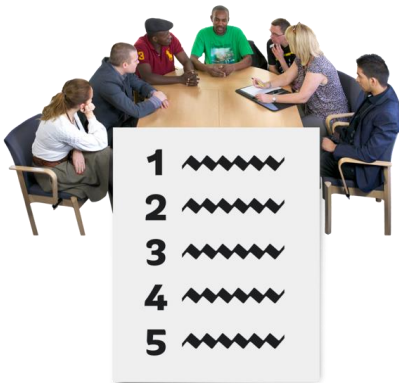## What would happen after we check train companies every year

We want to start our new way to check train companies in 2025.

We want to finish our first report about train companies in autumn 2025.

We would share what we find out with the public.

We would use what we find out to make sure that train companies are doing what they should.

But if there are big problems we would speak to the train companies sooner.

We would also keep checking other things about making train stations easy for disabled people.

Like making sure that stations have ramps and lifts. And making sure the ramps and lifts work well.

Question 1.

Do you agree with our plans about how to check the support that train companies are giving people at train stations?

Please choose only 1 answer.

Yes	No	Not sure
☐	☐	☐

Please tell us more about why you gave that answer if you can

Question 2.

Is there anything we have missed about our new plans?

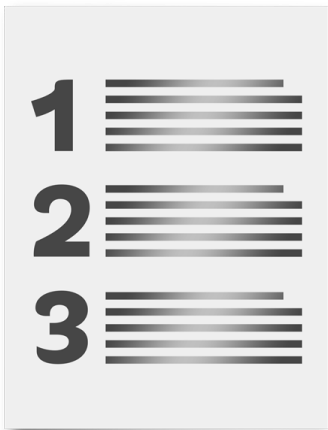**Or anything that you want to change?**

What happens after you send us your answers

We will look at what everyone tells us.

We will share what people told us on our website.

We will also tell people what we decided about how to check train companies.

If you want us to keep what you say private

Please tell us why when you send us your answers.

We will try to keep your answers private.

But we may have to share the information if the law says so.

Or you could send us a separate document with your answers.

This would only have the information you are happy for us to share on our website.

Thank you.