

# A new way to check the support that train companies give to people at stations to make sure it is good enough

What people said about our ideas for how to check the support.

And how we will check the support from 2025.





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## 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 report

This report is about our new way to check the support that train companies give to people at stations.



Some people may need support at train stations.

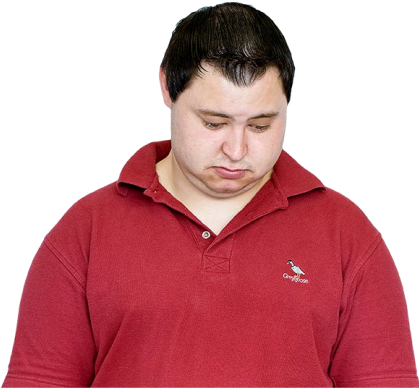
Like some older people and disabled people.





For example, people may need support to move around the station.

Or they may need support to get on and off a train.



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

But we found this support is not always working well for people.



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

But we wanted a better way to check the support.



We had some ideas about how to check the support in a better way.

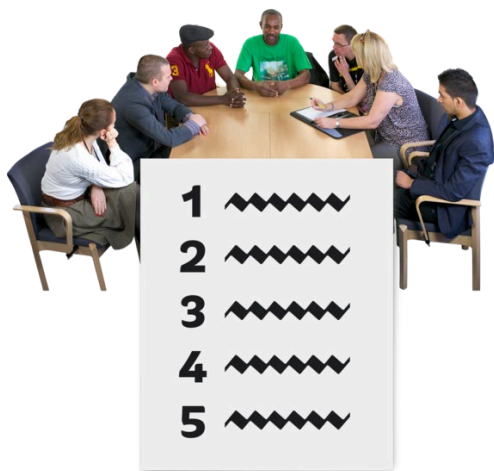
We asked people what they thought of our ideas.





Some people and organisations told us what they thought of our ideas.

That includes disabled people.



We looked at everything that people told us.

This helped us to decide how to check the support from now on.



Our new way to check the support will help us to:

- Make the support better.
- Do more about train companies that do not give people the right support.



This report is about:

- Our new way to check the support.
- Some things that people told us about our first ideas.
- And some changes we made because of what people said.

# How we will check the support that train companies give people at stations

**We will check how well train companies are doing to give people support every year.**

But we will still check train companies at other times in the year.

If there are big problems we will speak to the train companies sooner.

We will 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.





**We will write a report every year.**

**This is about how train companies are doing to give people support at stations.**



**The report will also show some good work that train companies are doing to give people support.**

People told us that writing a report was a good idea.

**We will look at 2 things when we check train companies:**



**1**

**We will check how people are getting support at train stations.**

**2**

**And we will check how train companies can make their support better if they need to.**

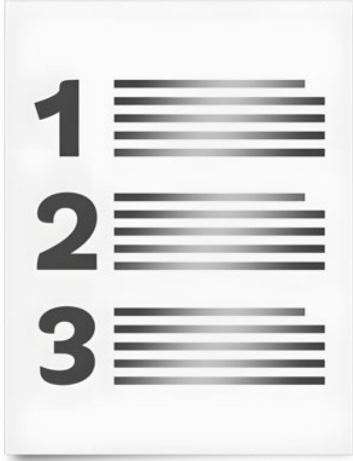


People said they agreed with this.

You can find out more about what we will do on the next pages.

# 1

## Checking how people are getting support at train stations



### What we will do

**We will check every train company that has to give people support at stations.**

**We will use some information to check the support that people are getting at train stations.**



We will start by using the information we have.

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



These questions show us what people think of their support.





Some people did not think it was a good idea to use these questions.

They thought it would not give us enough information.



So we looked at this again.

We think the questions are OK to use.

A survey form titled "Questions" in bold black text. Below the title are two blue speech bubbles, each containing a white question mark. The first question is "1. What do you think about it?". Below the question are three options: "Good" with an unchecked checkbox, "Bad" with an unchecked checkbox, and "Not sure" with a checked checkbox. A hand holding a black pen is pointing at the "Not sure" option.

But we will start asking people some more questions from 2025.

For example, we will find out how many people are happy to travel with the same train company again.

This is after they got support from the train company.



People also told us about other information we could use.

We are looking at how to get more information from more people.

For example, some people could give us information on an app on their phone.

**When we check how people are getting support at train stations we will look at 3 things:**



**1. Are people getting the support they asked for?**

We will look at how many people did not get any of the support they asked for.



**2. Are people happy with the support they get?**

We will look at how many people are happy with the support.

**3. Do staff at train stations know how to give people the right support?**

We will start looking at what people who got support think about that.

We will use information we already have about what people think.



We will look at the training that some staff must get.

The training is about how to give people support at train stations.



From 2026 we will say how many staff got some training in the last 2 years.



**We will then make a list of the train companies we check every year.**

**We will put the list in order.**



**That means train companies that are giving people good support would go at the top of the list.**



**And train companies that are not doing well would go at the bottom of the list.**



This is a bit different to our first ideas.

We wanted to say if each train company was doing well, OK or badly.



Some people did not agree with this.

So we checked again. We agreed that this would not work well.

## 2

# Checking how train companies can make their support better if they need to

We will 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 other people?

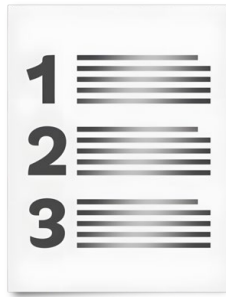
Like people who need support, staff and other train companies.

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

4. Are train companies giving staff the right training?







We will now only check train companies that we are most worried about.

That means a few train companies that we think really need to get better.



We will know what train companies we are worried about when we do the first part of our work.

This is when we look at how people are getting support at train stations.



We will look at information from the train companies about what they are doing.

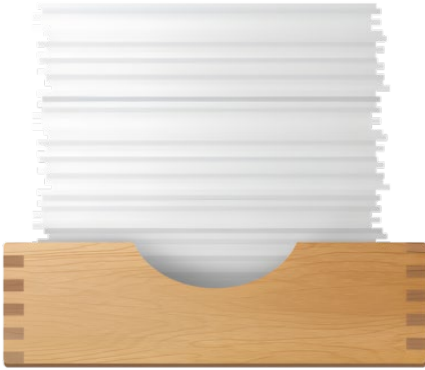
We will see if we need to work more with the train companies to make their support better.



This is a bit different to our first ideas.

We wanted to check information for all the train companies we were looking at.





But some train companies were worried about the extra work they would need to do.

And we thought it was best to spend more time on train companies that were not doing well.



We were not going to look at training for this part of the work.

But people told us it was important to look at training that staff get.

So we are also checking training in this part of our work.

## **What happens next**



Thank you to everyone who told us what they thought of our ideas.

We will write our first report about how train companies are doing.

We will share this report with the public later this year.

# The train companies we will check in 2025

We will check the train companies below.

This is because we have more information about the support they give people.

- Avanti West Coast
- Chiltern
- East Midlands Railway
- Greater Anglia
- Govia Thameslink Railway
- GWR
- LNER
- Network Rail
- Northern
- Scotrail
- SWR
- Southeastern
- Transpenine Express
- Transport for Wales
- West Midlands Trains.

We are looking at how to check more train companies in future.

