

Equality Information and Objectives 2023

Equality Objectives

ORR is required by the Public Sector Equality Duty (PSED) to publish Equality Objectives, which are specific and measurable targets that we will work towards to advance the aims of the Equality Act 2010.

ORR will promote improvements to accessibility for disabled passengers and passengers with reduced mobility. To facilitate this ORR will undertake the following activities, and report on progress. These objectives reflect just some of the work that ORR does in this area.

1. ORR will work to improve the reliability of booked assistance by:
 - working with a pilot group of operators to continue trial testing of reliability safeguards in booked assistance
 - publishing data showing the rate of change over time for booked assistance delivery
2. As part of ORR's monitoring of Accessible Travel Policies, ORR will keep train operators' plans for staff disability awareness training under review, to ensure ORR's required outcomes and deadlines are met.
3. ORR will publish revised ATP Guidance including new requirements relating to the accessibility of rail replacement services. ORR will work with DVSA to provide clarity about how the accessibility rules for these services will be monitored and enforced.

ORR's Equality Objectives were last revised in August 2020.