Benchmarking operators' performance in rail passenger assistance: 2025 report

Annex A: Capability to Improve benchmarking descriptors

Monitoring and reporting

Please provide documentary evidence of how and to what extent you:

(i) Conduct your own data quality assurance, including assurance of data generated at the frontline, for accuracy and completeness, using comparator data sources where appropriate.

(ii) Take appropriate steps to address any gaps in data, or data quality issues.

A.1 Have a clear, consistent process for frontline staff to capture accurate, timely and comprehensive data on assistance outcomes – for both booked and turn up and go (TUAG) assistance.

(iii) Consider a range of other sources to capture information, feedback and insight on issues that impact reliability, including complaints.

(iv) Use this data to generate performance reports, regularly reviewed by management.

(v) As a result, have a good, evidence-based understanding of the usage profile for assistance, including types of assistance (booked and TUAG), and demand by station.

(vi) Complete accurate and timely Core Data submissions on assistance (booked and TUAG) and

complaints for ORR, each rail period.

Risk and mitigation

Please provide documentary evidence of how and to what extent you:

(i) Have a solid, evidence-based understanding of the main risks to delivery of assistance, including service disruption.

(ii) Develop appropriate mitigations on the basis of this risk analysis.

(iii) Promptly implement mitigations (this may be on a trial basis).

(iv) Monitor the roll-out of mitigations, and keep their impact under review, with appropriate follow-up action where necessary.

(v) Document responsibility for assistance in job roles and up-to-date operational handbooks.

Engagement

Please provide documentary evidence of how and to what extent you:

(i) Have regular, structured engagement with a forum of disabled passengers (including those with non-visible disabilities), with performance reports shared and discussed with this forum.

(ii) Engage with interfacing operators to investigate the causes of assistance failures.

(iii) Engage with staff to elicit feedback that drives service improvements

(iv) Provide appropriate input to cross-industry groups and forums, to share mitigations and help develop cross-industry solutions.

(v) Incorporate learning from this engagement into SWR's own mitigations.

Training

Please provide documentary evidence of how and to what extent you:

(i) On an ongoing basis, assure yourself that all frontline staff are meeting the relevant training outcomes set out in Appendix D of the ATP Guidance, including where staff may need refresher training.

(ii) As part of their training programme, provide staff with the opportunity to hear from passengers with lived experience of disability and have the opportunity to discuss what they have heard.

(iii) Keep training content up to date, fit-for-purpose, obtain input from people with lived experience of disability, and incorporate feedback from staff that have undertaken the training.

- ← Previous 7. Next steps