ORR Accessible Travel Policy review form

Stakeholder	DPTAC
Train Operator	Hull Trains
Review start date	18th November 2019
Review end date	16th December 2019

ATP: Passenger Leaflet

Question	Comments
Tone: Does the leaflet have an appropriate tone? Is it friendly and welcoming in tone or is there too much reliance on legal or technical language and jargon?	Overall DPTAC feel the leaflet does have an appropriate tone. It is relatively easy to read, and generally inspires confidence. We suggest the layout of the leaflet could be improved, making it more visually engaging. On the first page, under 'About Us', 3rd paragraph there is some technical language/jargon that could probably be omitted. Starting the first page with such jargon did not feel very welcoming. If it is necessary, maybe consider putting elsewhere and simplifying this first page.
Motivational impact: Does the leaflet provide positive encouragement for disabled people to travel by train as a result of reading the leaflet?	Although DPTAC feels that the leaflet would inspire confidence that a traveller's support and assistance needs would be met, we felt there could be improvements made in terms of positively encouraging and motivating disabled people to travel.
Ease of use: Does the content of the leaflet provide clarity both in terms of the language used and explanatory text? Does the leaflet	DPTAC were happy with the logical flow of the leaflet and felt it was easy to follow, both when reading in its entirety, and when 'dipping into' it.

have a logical and easy to follow structure?	Some instances of language were fairly advanced, and so we would recommend reviewing language for those with lower reading and comprehension ability. Some sentences were very long. In this context, it may be useful to ask the Plain English Campaign to review the leaflet. The document would benefit from page numbering.
Good practice: Please highlight areas which are particularly strong and/or innovative.	
Other specific points: Please raise any other points that you think are relevant including any areas of inaccuracy and/or omissions.	On the first page, the section called 'About this leaflet' seems to blur who the audience for the leaflet is. The part of the sentence 'particularly if you think you, or someone travelling with you, may need additional help' raises some doubts as to whether the leaflet is for all passengers, or disabled/elderly. **In section 2, under the heading 'For Immediate Travel' it seems to be saying that you can only request assistance by using a Help Point or by calling the freephone number. Asking a member of station staff needs to be added.** **In section 2, under the heading 'For Immediate Travel', it talks about stations 'we manage', but on the first page passengers were told Hull Trains don't manage any. This is confusing.** In section 2, under the heading 'For Immediate Travel', last paragraph, it is not clear what is meant by 'which you cannot access without assistance'. A lot of the leaflet is about passenger assistance at stations, so not sure what this is about. This needs clarifying. In section 2, under the heading 'For Immediate Travel', last paragraph, it says 'or where there is no second person on board the train service that you plan to use'. It is not clear why you might need two people on board the train. Is this referring to DOO trains? Needs clarifying.

| | In section 3, part B, under the heading 'Meeting your assistant', it says 'Where lifts are provided, station operators are installing technology which means that the lifts can remain available 24 hours per day'. This may raise concern for some passengers, worrying how they know what hours lifts may be operating. Perhaps provide a link to information telling them how to find out.

In section 3, part B, under the heading 'Using unstaffed stations', 3rd paragraph, it talks about a second member of staff being needed again. Why do you need one? This needs clarifying.

In section 3, part B, under the heading 'Platform Alterations', 3rd bullet point, it talks about staff looking out for visually-impaired customers to assist, but what about people with other disabilities?

In section 3, part B, under the heading, 'Assistance Cards and Lanyards', it says 'We offer a range of cards and lanyards', but reading on it seems they aren't being offered yet? Once they are offered, how do people get one?

In section 3, part B, under the heading, 'Assistance Cards', there is no explanation as to what the purpose of these assistance cards are, and how they will help. Are they going to be personalised and say, for example, 'Please look at me when you speak', or are they a priority seat card, or something else? If it isn't yet clear what they are going to be would it be better to omit this paragraph?

In section 3, part B, under the heading 'Station Wheelchairs', some people may be concerned that they will be put in a powered wheelchair, which they don't know how to use, and expect to be able to operate independently.

In section 3, part B, under the heading 'Luggage', the description of the luggage you can take on board is different to the policy document but is much more reasonable as it doesn't mention size etc. The two need to be the same though.

In section 3, part C, under the heading 'On-Board Staff', fourth paragraph, it talks about it taking longer to meet a passenger at the station the train terminates. Why is this? It talks about endeavouring to assist the passenger within five minutes, which is a long time to stay on a train not knowing whether someone actually is going to meet you or not. Also how do people advise the On-Board team? |
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	In section 3, part D, under heading 'At the station', second bullet point, it talks about staff only looking out for visually impaired customers. Surely this should be all disabilities? How will staff recognise those with non-visible disabilities?
	In section 3, part D, under 'Alternative transport', it feels as though this is a repeat of information elsewhere. The whole document could usefully be checked for repeat information. There may be a way of not needing to repeat information. The leaflet is very long.
	There is no mention as to whether these leaflets will be produced in different languages, and if so how a different version could be obtained.
Overall comments on the leaflet.	Overall an informative and reassuring leaflet, which would benefit from some amendments, and being made visually more appealing, encouraging and motivating.

ATP: Policy Document

Question	Comments
Tone: Does the policy document have an appropriate tone, bearing in mind that it is a more formal and comprehensive description of	The Policy document is well structured and generally does not use legal or technical jargon. It has an appropriate tone.

the train operator's policy with regards to accessibility. [NB. The document should still avoid excessive use of legal or technical language, and jargon.]	
Motivational impact: Does the content of the policy document provide positive encouragement for disabled people to travel by rail? [NB. The policy document is inherently less focussed on motivational content, but should nevertheless be written in a way that encourages of the train operator's services.]	Whilst reassuring to disabled passengers, the policy does not actively encourage and motivate passengers to travel. An additional motivating paragraph/section would be helpful. Both the policy document and leaflet would be served well by such a paragraph/section to be included at or near the beginning.
Ease of use: Does the content provide clarity both in terms of language used and explanatory text? Does the document have a logical and easy to follow structure? Is the information provided sufficiently comprehensive and, where necessary, sufficiently detailed?	The document uses complex sentence structure in places. It would be useful to consider asking the Plain English Campaign to review the draft to ensure that it is accessible to people with a low reading age/cognition. If this is not done, then the draft needs reviewing for use of grammar, and to simplify and shorten some sentences.
Good practice: Please highlight areas which are particularly strong and/or innovative.	Handy seat reservation cards for assistance dogs, but they aren't mentioned in the leaflet and it is not clear how they are to be used.
Other specific points: Please raise any other points that you think are relevant including any	

| areas of inaccuracy and/or omissions | On the first page, under heading 'A: Our commitment to providing assistance for you' it calls the accompanying customer leaflet 'Making Rail Accessible'. Consider using the full title, 'Making Rail Accessible: Helping Older and Disabled Passengers', as some people may be confused by this.

On the first page, under heading 'A: Our commitment to providing assistance for you', the second bullet point says, '… whose mobility may be impaired as a result of arthritis …'. Consider deleting the reference to arthritis, there is no reason to mention this above any other condition.

On the first page, under the heading 'A: Our commitment to providing assistance for you', the third bullet point says, 'those with hidden disabilities which may not be immediately apparent to others'. Consider providing amplification to this as it not universally understood. DPTAC's suggestion for the conditions that might be encompassed by 'hidden disabilities' or our preferred term of 'non-visible disabilities' are:

mental health conditions, eg anxiety, depression, OCD, schizophrenia, personality disorders
Autism and Asperger Syndrome
sensory processing difficulties
cognitive impairment, eg dementia, traumatic brain injury, learning disabilities
'non-visible' physical health conditions, eg chronic pain, respiratory and heart conditions, diabetes, cancer
hearing loss
low or restricted vision.
On the first page, under the heading 'A: Our commitment to providing assistance for you', consider revising the complete bullet point list.

In section A, under heading, 'Passenger Assist System', it might help readers to know at this point that they can still get assistance even if they don't book in advance.

In section A, under heading, 'Passenger Assist System', third paragraph, it says that tickets can be collected from stations at which Hull trains call, but I think they can be collected from any station.

In section A, under heading, 'Passenger Assist System', fourth paragraph, it talks about if the station is staffed then staff will help you to alight the train. What if the station isn't staffed? As previously |

mentioned, five minutes is a long time to wait when you are worried about whether anyone is going to come or not.

In section A, under heading, 'Recommended booking notice periods', 3rd paragraph, it talks about contacting 'our team', but doesn't explain how to do this.

In section A, under heading, 'Part staffed and unstaffed stations', the first paragraph does not come across as very reassuring.

In section A, under heading, Assistance with luggage', it gives maximum sizes and weights for luggage. The large item is smaller than British Airways checked luggage. These sizes and weights are not given in the leaflet, which manages this section much better. The policy and leaflet need to correspond.

In section A, under heading, 'Delays, diversions and disruptions', the third paragraph starts 'Both station and On Board teams are trained to anticipate your needs, which also covers mental, intellectual or sensory impairments'. This could be helpfully be reviewed and re-phrased. See notes on non-visible disabilities above.

In section A, under heading, 'On the train', it talks about announcements being made at least two minutes before arriving at the station, to support those with reduced mobility, but some people with reduced mobility may need a longer warning.

In section A, under heading, 'On the train', it says that if you have difficulty hearing announcements to advise the On Board Manager or other on-board staff at the earliest opportunity. It doesn't say how to find these staff members. Could the announcements also be echoed on the visual displays?

In section A, under heading 'A2.5: Websites', second paragraph, there are statements for example about technical coding standards that seem unnecessary and jargonistic.

In section A, under heading, 'Disabled Person's Railcard', it talks about two types of Disabled Person's Railcard, which is confusing. There is only one type, with an option to but one year's worth or three years worth at the point of purchase.

In section A, under heading 'Ticket vending machines', it talks about machines being compliant with the Department for Transport joint code of practice. What does this mean?

	In section A, under heading of 'Purchase of advance tickets', the paragraph is unclear in meaning. Consider revising. In section A, under heading, 'A6:Delays, disruption to facilities and services, and emergencies', second paragraph, it says '… ensure that our disabled customers and those with impaired mobility…'. Should this just be 'disabled customers'? In section B, under heading, 'B6: Staff Training', 6th bullet point, it says 'Recognise customers with additional needs whether they be physical, cognitive and demonstrate effective ways of communicating with them' This sentence doesn't make sense, and could usefully be revised taking into account list of non-visible disabilities given above.
Overall comments on the document.	Please see DPTAC comments on the Passenger leaflet, most of which also apply to the Policy document. DPTAC suggest some thought is given to how the policy document can be updated to read more inclusively for all disabilities, in particular non-visible disabilities. DPTAC feel that it would be useful to consider how a non-visible disability might be described, and how people with non-visible disabilities can be 'identified/recognised', and support provided to facilitate their use of rail.