

## ORR Accessible Travel Policy review form

<b>Stakeholder</b>	DPTAC
<b>Train Operator</b>	Transport for Wales Rail
<b>Review start date</b>	2 December 2019
<b>Review end date</b>	6 January 2020

### ATP: Passenger Leaflet

<b>Question</b>	<b>Comments</b>
<p><b>Tone:</b> 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?</p>	<p>On language please note the difference in tone between the section for disabled people and expectant mothers in the below paragraph. The former sounds authoritative, the latter sounds friendly; it would be good if the tone was consistent.</p> <p><i>Seats On Trains</i>  <i>If you have not reserved a priority seat or wheelchair space in advance, they may not be available if another passenger is already using the seat or space or it is reserved for a passenger later on in the journey. If there are no priority seats available, our staff will do their best to help you find a seat elsewhere. If you have a mobility device such as a walking aid, staff will help you find the most comfortable and convenient place to sit.</i></p> <p><i>If You're An Expecting Mother / Pregnant</i>  <i>If you're a Mum to be, don't struggle and be left standing on a train. We offer a 'Baby on Board' to make travelling by train easier; we provide "Baby on Board" badges for our mums-to-be. The idea is that other passengers are more likely to spot that you may need a seat if you are wearing a badge.</i>  <i>To apply simply contact our customer relations team (contact details can be found in section 4).</i></p>

<p><b>Motivational impact:</b> Does the leaflet provide positive encouragement for disabled people to travel by train as a result of reading the leaflet?</p>	<p><u>2. Assistance: What Is Available And How To Get It</u>  Under this section it would be worth adding how people who need to travel with a companion (as the leaflet mentions) can apply for a travel card to help reduce costs</p> <p><u>At the station</u>  <i>Station Entrances: We consider the needs of disabled and older customers before restricting or temporarily closing access points at any of our stations. – How can passengers find out in advance if the entrance is closed? Otherwise this paragraph puts people off travelling.</i></p> <p><u>Ticket Gates</u>  The leaflet says these are locked in the open position if unstaffed so why does a passenger need to check beforehand as stated below?  Or does the para below refer to general accessibility? If so that should be made clearer.  <i>To avoid inconvenience on your journey, check this beforehand. You can do this in a range of ways including using our accessible stations information available at <a href="https://tfwrail.wales/accessible-travel/station-accessibility">https://tfwrail.wales/accessible-travel/station-accessibility</a>, by contacting the Passenger Assist Assisted Travel team or the Customer Relations team before you travel (see section 4 for contact details).</i></p> <p><u>Ramps</u>  <i>Conductors use the ramps on board at unstaffed stations, whether or not you have booked assisted travel in advance. – how can someone notify the conductor a ramp is needed?</i></p> <p>This paragraph below is very deflating and discouraging, maybe add in more about alternative arrangements so it seems less hassle than it currently sounds:  <i>Many of our stations have steps or are not accessible to wheelchair users. Also, at some stations the slope of the ramp between the train and the platform may be too steep to safely use a ramp. To avoid inconvenience on your journey, check this beforehand. You can do this in a range of ways including using our accessible stations information available at <a href="https://tfwrail.wales/accessible-travel/station-accessibility">https://tfwrail.wales/accessible-travel/station-accessibility</a>, by contacting the Passenger Assist Assisted Travel team or the Customer Relations team before you travel (see section 4 for contact details). If a station is inaccessible for you, we will arrange alternative transport (see</i></p>
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*section d).*

Unstaffed stations

At unstaffed stations, how long in advance should people arrive ahead of their train to ensure the conductor can help them on board?

Seat on trains

*If you have not reserved a priority seat or wheelchair space in advance, they may not be available if another passenger is already using the seat or space or it is reserved for a passenger later on in the journey. If there are no priority seats available, our staff will do their best to help you find a seat elsewhere. If you have a mobility device such as a walking aid, staff will help you find the most comfortable and convenient place to sit.*

Will staff ask people to vacate the seat if the person using it does not need it as a priority?

This also seems to repeat what is under the 'priority seating' section.

Disruption to facilities

*If a disruption makes services inaccessible to you, we provide alternative accessible transport. This is provided for the part of the journey where replacement transport is needed or for the whole journey if it would otherwise involve several changes between taxi and train. (Please see section d Alternative Accessible Transport for more information. Please note the restrictions for mobility scooters).*

*When trains are switched to a different platform at short notice we will do our very best to get you to your train before it leaves.*

Can you provide more information on the type of alternatives provided and what happens if one misses their connection due a platform switch?

If things go wrong

*We provide this transport for the same price as your rail ticket – does this mean a person needs to pay twice? If not, please clarify as this will be very concerning to some people.*

*Where disruption and delays do occur, we will do everything we can to ensure that you are able to continue your journey and are not left stranded. Surely this should read, we will ensure you*

	<p>are not stranded? Otherwise this is a very alarming statement and will put people off travelling.</p>
<p><b>Ease of use:</b> Does the content of the leaflet provide clarity both in terms of the language used and explanatory text? Does the leaflet have a logical and easy to follow structure?</p>	<p><b>Introduction</b>  <i>Should you need we have more information on our policies and how we work with other organisations please see our other leaflet 'Making rail accessible: Guide to policies and practices'.</i> This sentence doesn't make grammatical sense and, as it comes right at the beginning of the leaflet, it starts to reduce my confidence from the offset</p> <p>Booking in advance  <i>we recommend booking assistance 10 hours before you travel (you can book further in advance if you prefer – does this mean 10 working hours? Or can it be booked overnight via a website etc?</i></p> <p><u>Assisted travel without booking</u>  <i>At stations where there are no staff to help you; our conductors can help you on board (for example, by using the on-board ramp). In this case, you need to be on the platform in time for the train. (Please see section 3.b for advice about unstaffed stations and section 3.c for advice about connections).</i></p> <ul style="list-style-type: none"> <li>- how does a person know in advance if a station is staffed?</li> </ul> <p><u>Tickets and Fairs - SHOUD READ 'Tickets and Fares'</u>  It says you can only buy discounted tickets without a railcard at stations and from conductors. Is this also true for the disabled persons railcard?</p> <p>"Aged 60 or over? These save you a 1/3 on most rail fares." – should clarify text to say "The senior railcard saves you"</p> <p><u>Designated Passenger Assist Meeting Point</u>  <i>Easily identifiable through the use of the historic accessibility blue colour and high level signage;</i></p> <ul style="list-style-type: none"> <li>- if this means it is the colour of most blue badges and blue disabled parking signs say that so people know what to look for</li> </ul>

Help Points On Platforms / Stations.

*Help Points are available in prominent locations at all of our staffed and unstaffed stations. These Help Points provide a link to our Customer Information team who will also be able to assist you in continuing your journey 24 hours a day 7 days a week (except 25 & 26 December). Can we describe here what a help point is (ie a telephone?) and what it looks like so people can easily spot it without walking the length of the platform.*

Assistance staff

*In addition to all our stations and trains operational staff who are always on hand to provide assistance across the network. We also have additional customer assistance initiatives (Customer Ambassadors and Passenger Assist staff).*

*Customer Ambassadors, operate during core hours; providing a highly visible presence by working in designated zones across the station to maximise customer interaction and manage key points. Promoting customer standards and responding to general customer enquiries to a high level across the whole station, liaising with other staff to maximise customer satisfaction.*

*Passenger Assist staff are currently available in Cardiff and Chester. These specially trained staff are recognisable by their blue tabards these and provide assistance for anyone identifying as disabled or generally requiring a helping hand to use services and station.*

The above paragraph is inconsistent, first says they are always on hand, then says they operate during core hours (which are?) and then said they are only in Cardiff and Chester. If these are different types of staff say so and so what the purpose of each is. Also avoid corporate language such as “ maximise customer interaction and manage key points” as it is not clear what is meant.

Announcements on trains

*Passengers who are deaf or hard of hearing should ask a member of staff for one-to-one help. – how can they notify staff easily?*

Wheelchairs on trains

*There are two wheelchair spaces on every train (except the single-carriage Class 153, which has one space). The Class 153 will mean nothing to passengers, can they be differentiated on*

	<p>look etc?</p> <p>When things do not go as planned (when things go wrong)  It would be worth including a sentence to the effect of '<i>our staff are trained to be on the lookout for any passengers who appear to have additional needs for support when things go wrong</i>'.  This is reassuring for those who do not normally book Passenger Assist but are more likely to feel anxious and panicked if things go unexpectedly wrong during their journey.</p>
<p><b>Good practice:</b> Please highlight areas which are particularly strong and/or innovative.</p>	<p>Orange Wallet Scheme was particularly innovative.</p>
<p><b>Other specific points:</b> Please raise any other points that you think are relevant including any areas of inaccuracy and/or omissions.</p>	<p>DPTAC's advised terminology for those with disabilities that are not obvious would be 'non-visible disabilities' rather than 'hidden disabilities'; to be used throughout the leaflet and policy documents.</p> <p><i>Passenger Assist is a national system supported by all train operating companies, which helps operators to arrange passenger assistance for disabled customers or customers with restricted mobility. We are committed to this system and we have a specialist team who will help you book assistance and buy your tickets in advance at our stations and on our trains. Our Passenger Assist team is available to help you 24 hours a day, 7 days a week, except Christmas Day.</i> This section is duplicated on page 3 under the two sections. Is this necessary? Seems unnecessarily repetitive in the interests of keeping things succinct and clear.</p>
<p><b>Overall comments on the leaflet.</b></p>	<ul style="list-style-type: none"> <li>- On the whole this leaflet comes across as friendly, positive and easy to read</li> <li>- Please cross reference our comments under the leaflets section to see if they are also applicable to the policy document.</li> <li>- Please proofread thoroughly for grammar and spelling errors</li> </ul> <p>(On this document, all lines in italics are from sentences directly quoted from your material)</p>

[ATP: Policy Document](#)

Question	Comments
<p><b>Tone:</b> Does the policy document have an appropriate tone, bearing in mind that it is a more formal and comprehensive description of the train operator's policy with regards to accessibility. [NB. The document should still avoid excessive use of legal or technical language, and jargon.]</p>	
<p><b>Motivational impact:</b> 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.]</p>	<p><u>Assistance at unstaffed stations</u> – as with the leaflet, please suggest how long in advance someone needs to arrive to get help if that is not pre booked. Also in this section it says staff can call ahead to a person's destination station to book assistance there. This is good information that should be repeated in the leaflet.</p> <p><u>Information Points And Displays</u> Please say how people can find out which stations have information points and help points.</p>
<p><b>Ease of use:</b> 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?</p>	<p><u>Stations -aural and visual information</u></p> <p><i>We are installing Help Points with Hearing Loops at all of our stations including our unstaffed stations. This ensures that all of our stations have Help Points that are linked to our 24/7 Customer Information team within our Control Centre, to ensure that service information is always available, especially during times of disruption.</i></p> <p>When will these be installed by?</p> <p><i>We are also introducing 'InterpreterNow' a live BSL video systems to better assist our BSL using customer during their time in our stations and on our trains. This will enable hearing staff</i></p>

	<p><i>and BSL users to communicate better, assisting us to relay changes to our services and address any concerns that customers may have.</i></p> <p>The leaflet suggests this app has already been introduced.</p> <p><u>Connections and wayfinding</u></p> <p><i>Whilst a National Passenger assist app is being developed in partnership with other national rail operators. TfW are currently developing our own Passenger assist app, which will provide an integrated Passenger Assist Booking Services; its features to include, booking and reservation services, customer information about stations and services and onward journey information including accessible transport.</i></p> <p>Can you please state when the apps will be available and what the differences between the apps will be.</p> <p><u>Making connections</u></p> <p><i>This assistance includes when trains change platforms or changes are announced at short notice. In such events, ample time is available for those with mobility impairments to move independently or be assisted from one location/platform to another. If you are visually impaired, we can guide you to your next train to make a connection.</i></p> <p>Don't make presumptions about what a person considers ample time – changing platforms for people can be incredibly strenuous/confusing.</p>
<p><b>Good practice:</b> Please highlight areas which are particularly strong and/or innovative.</p>	<p><i>We continue to work with the local health care sector to organise dedicated 'accessibility trips' during quieter off-peak times, to build disabled and older people's confidence travelling by rail, thereby increasing activity and reducing social isolation.</i></p> <p>This is an important part of encouraging more train travel and supporting people's recovery as they adapt to changing accessibility challenges. We would encourage TfW to continue this work and broaden it to other stakeholders beyond health care sector eg social care, local disability</p>

	support groups.
<p><b>Other specific points:</b> Please raise any other points that you think are relevant including any areas of inaccuracy and/or omissions</p>	<p><u>Working With Disabled Passengers, Local Communities And Local Authorities</u> Please consider widening who you consult with. Three third sector organisations were mentioned of which two represented people who are blind.</p> <p><i>Accessibility and Inclusion Panel promoting new ways of raising awareness, encouraging trial journeys and providing training in the wide range of customer needs, including hidden disabilities such as cognitive and intellectual impairments</i> Hidden (Non-visible) disabilities are not just cognitive – but include physical hidden (non-visible) disabilities such as cardiothoracic problems, diabetes, epilepsy, cancer, Parkinson’s etc</p> <p><i>Furthermore, we consult with a range of stakeholders who represent disabled and older passengers, and other groups that experience access barriers, whether or not they are members of our Accessibility Panel as part of our stakeholder team and interested parties.</i> How are these stakeholders found and how are they evaluated to ensure they are representative?</p> <p><i>We will provide reports on the quarterly Accessibility and Inclusion Panel meetings, covering the agenda topics (such as prioritisation of accessibility improvements), key findings and actions to be taken.</i> Where are these reports published so the public can easily access them?</p> <p>On training – how will you evaluate that these training programmes have made a difference to the journeys of people with disabilities? How will this evaluation be used to improve the training provided?</p> <p>I would also encourage you not to use the phrase “exposure training” as it gives a negative impression of people with disabilities, and suggests they are not part of everyday society.</p>
<p><b>Overall comments on the</b></p>	<p>- Please cross reference our comments under the leaflets section to see if they are also applicable</p>

<b>document.</b>	to the policy document. <ul style="list-style-type: none"><li>- It seemed a lot of the same information was repeated – please check whether this intentional and needed</li><li>- Please proofread thoroughly for grammar and spelling errors</li></ul> (On this document, all lines in italics are from sentences directly quoted from your material)
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