



ORR Accessible Travel Stakeholder Forum

8 October 2026

Microsoft Teams Meeting

Attendees

Name		Organisation
1	Ruth Murran	Disabled Persons Transport Advisory Committee (DPTAC)
2	Simon Watkins	Mobility Access Committee for Scotland (MACS)
3	Erik Matthies	Royal National Institute of Blind People (RNIB)
4	Joe Manock	Shaw Trust
5	Jon Sturdy	Transport for All
6	Katharine Weatherhead	Equality and Human Rights Commission (Observer)
7	Tamanna Yasmin	Office of Rail and Road (ORR, Chair)
8	Claire Clark	Office of Rail and Road (ORR)
9	Stewart Hill	Office of Rail and Road (ORR, item 2)
10	David Kimball	Office of Rail and Road (ORR, items 2 and 3)
11	Jacqui Russell	Office of Rail and Road (ORR)
12	Will Sanderson	Office of Rail and Road (ORR)

Name		Organisation
13	Katherine McGowan-Downey	Transport Focus (item 6)
14	Nicola Gampell	Transport Focus (item 6)

Agenda

Item no.	Time	Topic
1	10:00-10:10	Welcome and introductions
2	10:10-10:20	Update on ORR work
3	10:20-10:35	Redress work programme
4	10:35-10:40	Break
5	10:40-11:00	Turn Up and Go (TUAG) project update
6	11:00-11:20	Passenger Watchdog – future accessibility engagement
7	11:20-11:30	Roundtable updates and AOB

Meeting summary

Welcome and introductions

Tamanna Yasmin welcomed Forum members, including a new representative from Transport for All.

Update on ORR work

Stewart Hill updated the Forum on ORR's [investigation](#) into Northern Trains' delivery of disability awareness training. Northern had delivered its improvement plan in full and provided sufficient supporting evidence. Most of the associated reparations package had also been delivered. ORR is now monitoring two actions with later completion dates: a free travel offer for disabled passengers and additional lived-experience disability awareness training for around 150 staff. Business-as-usual monitoring of Northern's disability awareness training has resumed.

Will Sanderson provided an update on ORR engagement with the six operators who use mobile assistance teams. Members shared their perspective on mobile assistance, including around its facilitation of TUAG assistance and the range of staffing models used to provide it. They also recommended longer-term monitoring of delivery through mobile assistance, which ORR will consider as part of future monitoring.

David Kimball updated the Forum on the 2026 assistance benchmarking report, which will include an updated league table and report on progress by operators engaged following the first benchmarking exercise in 2025. David confirmed that Forum members would be notified when the report is published.

Redress work programme

David Kimball provided an update on ORR's [consultation](#) on a proposed draft framework for determining appropriate redress where booked passenger assistance had not been provided. The framework is intended to support more consistent, fair and transparent decision-making while allowing individual claims to be considered on a case-by-case basis.

Responses were received from a range of organisations and individuals, and David provided an overview of these. ORR is continuing to analyse these responses and will complete an Equality Impact Assessment. The intention is to publish final guidance, a summary of consultation responses and an explanation of how the framework has been finalised.

Turn Up and Go (TUAG) project update

Tamanna Yasmin updated the Forum on ORR's review of operators' arrangements for delivering TUAG assistance. Since an initial discussion with the Forum in April, ORR has gathered evidence through information requests, a review of ATP commitments, station visits, analysis of TUAG data and wider stakeholder engagement. The review is considering the TUAG offer in practice, how it is organised and delivered in different operational contexts, how operators manage risks and constraints, and the availability and limitations of performance data. Tamanna then presented some emerging findings from the project, which highlight that communication and early awareness of passenger needs are key to successful delivery.

Members provided a range of feedback relating to the passenger experience of TUAG, and it was clarified that while ORR's project was focused on the operators' perspective,

there was a parallel Transport Focus / Rail Delivery Group project focused on the passenger experience.

Passenger Watchdog - future accessibility engagement

Jacqui Russell introduced colleagues from Transport Focus and explained that, subject to legislation, many of ORR's passenger-facing consumer functions are expected to transfer to a future Passenger Watchdog that will grow out of Transport Focus.

Katherine McGowan-Downey outlined Transport Focus's expected new responsibilities and its intention to strengthen how lived experience and accessibility expertise shape its priorities, decisions and use of future powers.

Transport Focus sought Members' views on the essential features of meaningful accessibility engagement and how a standing accessibility panel could operate effectively as part of a broader model. Members provided a range of valuable feedback for Transport Focus to consider:

- It could benefit from disabled leadership or co-chairing and some shared control of its agenda.
- Engagement should take place throughout policy development and ensure stakeholders have genuine influence.
- Engagement should involve a diverse range of participants including with regards to disability, location and lived experience.
- Clear evidence of how engagement has influenced outcomes should be shared.
- There should be sufficient recognition of the time that participants may put into attendance.
- A panel should complement, rather than duplicate, other engagement by the organisation and wider industry.
- Papers, presentations and meetings should be accessible and use clear language, with presenters briefed or trained to avoid jargon and support effective participation.

Jacqui noted that this could be the final meeting of the Forum in its current format, depending on the timing of the establishment of the Passenger Watchdog and the transfer of Consumer functions from ORR. She thanked members for the insight and challenge they had provided to ORR's work.

Roundtable update

Members were then given the opportunity to share updates on their organisation's work to the rest of the Forum, as outlined below:

- MACS – the Scottish Government is considering bringing MACS in-house as part of wider public body reform. MACS opposes the proposal and expects a consultation later in 2026.
- RNIB – developing a co-production toolkit for local and regional authorities, initially linked to work on street obstacles and clutter, with content on the needs of blind and partially-sighted people.
- Transport for All – preparing to publish its next National Accessible Transport Survey report, and has welcomed Jen Browning as its new Chief Executive Officer.

AOB

No further business was discussed.

The meeting closed at 11:35.

END