



ORR Accessible Travel Stakeholder Forum

12 February 2020, ORR London Office, 25 Cabot Square

Attendees

David Kimball	Office of Rail and Road (ORR)
Claire Clark	Office of Rail and Road (ORR)
Emma Bould	Alzheimer's UK
David Mapp	Disabled Persons Transport Advisory Committee (DPTAC)
Lizzie Guinness	Equality Human Rights Commission (EHRC) – Observer
Thomas Burke	Leonard Cheshire
Hussein Patwa	Mobility Access Committee for Scotland (MACS)
Zoe Courtney	Royal National Institute of Blind People (RNIB)
Clare Gray	Shaw Trust
Clare Symonds	Scope
Kirsty Hoyle	Transport for All
Katie Pennick	Transport for All

Apologies were noted from Bryan Little (ORR) and Stephen Brookes MBE.

Meeting Summary

David Kimball welcomed the forum members and provided a brief summary on the proposed scope and function of the forum. In addition, ORR took an action to share the draft terms of reference with the forum for input. At the request of members, ORR committed to providing an update at each meeting on how the views of the Forum were taken into policy consideration, to providing regular updates on progress between meetings and to informing members of relevant statistical releases and Consumer Policy

publications. Once completed the Terms of Reference will be published on ORR's external website. David then set out the meeting agenda; ORR's ongoing approval of Accessible Travel Policies (ATPs), ORR's application of the [ATP Guidance](#) to their bespoke operators and ORR's ongoing [consultation](#)¹ on Rail Replacement services.

Approval of ATPs

David Kimball provided the forum with an overview of ORR's role in approving ATPs for all licenced train and station operators. Following publication of the ATP Guidance in July 2019 ORR embarked on a process to have all ATPs approved by April 2020. All ATPs were submitted to ORR by December 2019. To date ATPs have been approved for the new East Midlands and West Coast franchises as well as London North Eastern Railway (LNER). Over the course of March and April ORR expects to approve the remaining ATPs. Forum members were interested in the monitoring and enforcement of ATP commitments to ensure the required improvements to assisted travel are delivered and highlighted the impact on passengers when assistance is not delivered as booked. ORR reiterated its commitment to holding licence holders to account for their ATP commitments and indicated it would set out its monitoring and enforcement plans following the end of the approval process.

ATP Guidance for Bespoke Licence Holders

Claire Clark presented options to the forum for how ORR could proportionally apply its ATP Guidance to its bespoke licence holders². This comes in response to ORR's 2017 research which identified the need to maintain its regulatory stance over bespoke licence holders, but at a proportionate level as we understand that the requirements we place on larger train and station operators cannot be applied in the same way.

Forum members were most focused on the delivery of assistance by the larger train and station operators, but recognised that some station and tram operators may have large numbers of disabled passengers and that ORR needs to ensure all licence holders have a suitable ATP in place.

It was suggested that disabled people may approach heritage services with some trepidation and so an appropriate ATP with all the required information would go a long way to improving the service and passengers overall confidence to travel.

¹ The consultation closed on 14 February.

² the term **bespoke licence holders** to refer to licensed operators whose operations are limited to stations or to non-scheduled passenger services.

In response to ORR's challenge to understanding passenger experiences, several members suggested ORR could use their online forums to find out more about passenger experiences of using 'bespoke' services.

The forum discussed the provision of reasonable adjustments that may or may not be included in an approved ATP, in the context of the older rolling stock used by a number of heritage operators, and the extent to which operators could use an approved policy as a justification for not providing additional adjustments. EHRC and ORR confirmed that they were already discussing bilaterally but noted that the duty to provide reasonable adjustments is not obviated by the publication of an approved ATP.

Rail replacement

David Kimball provided an overview of ORR's consultation on changes to the ATP Guidance in relations to the use of Rail Replacement vehicles and invited Forum members to respond in writing. The forum welcomed the work ORR are doing in this area, expressed their frustration at the lack of accountability in this area and highlighted the failure of the rail industry in responding to this problem sooner. A number of Forum members highlighted the critical role of DfT in coming to a solution.

Forum members agreed and confirmed that it would use ORR's consultation as the main platform to voice their frustration.

AOB

Members discussed the need for transparency and better information in raising awareness of the service's available to disabled and older passengers is the priority, alongside clarity over the complaints process.

David thanked the Forum members for their participation and helpful suggestions. Future meetings would provide updates on licence holders' delivery of their ATP commitments, discuss policy issues and provide Members with the opportunity to discuss and present areas of interest.

END