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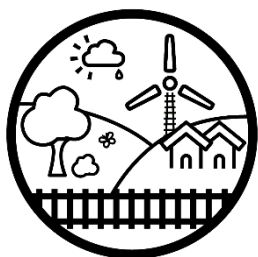


# Making Travel Accessible and Inclusive Guidance Note

NR/GN/ESD20

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## Network Rail's Commitments

- ✓ [Equal Opportunity: an inclusive rail network](#)
- ✓ [Inclusive Design](#)
- ✓ [Our Principles of Good Design](#)
- ✓ [Diversity and inclusion](#)

## Examples of how Network Rail, our contractors and our supply chains can make travel accessible and inclusive

Identify and implement appropriate actions that:

- Enhance the physical accessibility of public transport.
- Improve access to travel information.
- Improve connectivity to other transport links.

Provide equality, diversity and inclusion training to workers who interface with passengers or members of the public. For example, Disability Awareness QLS Level 2

Co-design assets and services with people from different backgrounds and with different needs. With, for example: community rail sector partners; the [Built Environment Accessibility Panel](#)



*A Changing Places facility in Leeds*

Collaborate with the Employer's Representative to inform, and act upon, a [diversity impact assessment](#) – DIA:

- when designing any asset or service
- at an early stage of every refurbishment project.
- For any project work that has a potential to impact on people (e.g. passengers, employees, or lineside neighbours) throughout the duration of the project

- For temporary works, temporary conditions (e.g. temporary use of car parking facilities at stations), permanent works and any staging works; and any work carried out at Network Rail managed stations or at franchised stations (e.g. lift replacements)
- Review the DIA at each PACE milestone

When making temporary changes to assets (for example: undertaking temporary construction works), make reasonable adjustments for disabled users. Determine what these are through consultation and agreement with user-groups and stakeholders.

Organise works so that any alternative routes put in place for construction activities do not negatively impact accessibility or use of the infrastructure for the duration of the work.

To accompany lift renewal schemes, implement a communications plan to ensure that clear, concise and timely communications are provided in order to minimise the impact to passengers of reduced mobility.

Support accessibility work undertaken by community rail partners and train operating companies. For example: [Try the Train](#) schemes and [dementia friendly rail travel](#)



*A party from Dementia Friendly Skipton travel to Morecombe for a day at the seaside. Photo: [Community Rail Network](#)*

Use paid volunteer leave to contribute to community rail, or UK registered charities who support people living with disabilities – physical and mental, invisible and visible – and people who care for them.



*Dorchester accessibility ramp*

## What can be measured using the [Rail Social Value Tool](#)

Impact	Sub-impact	Stakeholder Group / Unit of Measurement	
Rail accessibility	Increased access	Disadvantaged and vulnerable groups	Number of people benefitting from improved access
	Inclusive design features	Value of inclusive design features	£ investment in inclusive design features
	Increased access	Disadvantaged and vulnerable groups	Number of people supported to use the rail network, who go on to use the rail network regularly
	Support for people to travel	Community Engagement activity	Number of people benefitting from activities or interventions
Employment, training & skills	In-work training	General (workforce training hours)	Number of workforce training hours completed
Stakeholder engagement & customers	Stakeholder engagement & consultation	Stakeholder engagement	Number of people engaged
		Co-design/ co-creation	Number of people involved in co-design or co-creation - regular (1 to 2 month) interactions for around 1 year
Community & charity	Charitable & community volunteering	Workforce volunteer hours	Number of workforce volunteer hours

*Indicators in green text (above) are monetised in the RSVT, using values that have been calculated in a way that applies OECD and UK Treasury Green Book principles.*

## Additional links

[Supply Chain Sustainability School](#) and, in particular, its [Fairness, Inclusion and Respect programme](#) and [inclusive design materials](#).

[Network Rail Inclusive Design Manual](#)

Equality and Human Rights Commission (EHRC) news story “[Network Rail signs agreement to prevent discrimination against disabled people](#)”

Network Rail’s “[Our autism friendly guide to travelling by train](#)”