Making travel accessible

Why does it matter?

Network Rail's vision is to be an open, diverse and inclusive organisation. We aim to make rail infrastructure and information available to everyone, resulting in services that are accessible to, and usable by, as many people as reasonably possible, in a wide variety of situations and to the greatest extent possible.

Currently, a promising three quarters of passengers are satisfied with the connections available from rail to other public transport services, but this means there is the potential to make further improvements to enable integrated journeys and empower more of Great Britain's people to travel the greener and healthier way.

Highly recommended activities

Contact Network Rail's diversity and inclusion department if you feel you need specific support on how to factor accessibility in to your work.

Suggested activities

Below are some suggested activities you could deliver to help make travel accessible.

- Complete the Diversity Impact Assessment for the project and make sure that all issues are addressed pragmatically and with expert support from the diversity and inclusion team.
- Work with younger people with learning difficulties to deliver community safety activities.
- Engage with the elderly, or charities which support the elderly, to deliver activities related to rail safety and accessibility.
- Consult with networks that support disabled people eg. Royal National Institute for the Blind (RNIB), Alzheimer's Society etc.

How do you measure success?

Implement and monitor activity that results in evidence that structures and services are accessible to, and usable by, as many people as reasonably possible, in a wide variety of situations and to the greatest extent possible without the need for special adaptation or specialised design.

Key performance indicators

- Diversity impact assessment (DIA) complete
- Number of DIA recommendations implemented
- Passenger satisfaction indicators
- Number of volunteering days invested on 'making travel accessible'