

1 Purpose

This document provides recommendations on how to make accessible travel by putting rail in reach of people. This is aimed to be achieved by enhancing the physical accessibility of public transport, as well as improving access to travel information and connectivity to other transport links through inclusive design. This guidance helps to reduce social exclusion induced from lack of access to transport links.

“Social value” is the term used to describe the social and economic benefits created as a result of a project or piece of work. This guidance note shows how we can go above minimum requirements to deliver social value. Relevant volunteer opportunities can be found at the end of this guidance note.

2 Inclusive design

Inclusive design aims to deliver spaces and places for everyone. When achieved, it means that everyone benefits from the full range of services and opportunities that the railway has to offer. Network Rail’s approach to inclusive design is available in our { HYPERLINK "<https://cdn.networkrail.co.uk/wp-content/uploads/2016/11/Spaces-and-Places-for-Everyone.-Our-Inclusive-Design-Strategy.pdf>" }, and is focused



Consultation with passengers, neighbouring communities and employees.



Innovation to deliver continuous improvement.



Collaboration with industry shapers and policy-makers.



Integration into business-as-usual.



Education to build greater awareness and competence.

on the following key areas.

Every project should complete { HYPERLINK "<http://16cbgt3sbwr8204sf92da3xxc5m-wpengine.netdna-ssl.com/wp-content/uploads/2016/11/Everyone-Guide-to-Diversity-Impact-Assessments.pdf>" } (DIA) to fully

understand the impact of its work, and we recommended engaging with the { HYPERLINK "https://www.networkrail.co.uk/who-we-are/diversity-and-inclusion/access-and-inclusion/inclusive-design/built-environment-accessibility-panel/" } to help you plan inclusive and accessible spaces and places.

3 Example activities and volunteering

Volunteering with the elderly, disabled, or with those living with mental health or learning difficulties, helps understand and improve the accessibility of rail infrastructure and information. Here are some of the most highly recommended opportunities:

Mentor and 'befriend' children living with learning and mobility disabilities with **Barnardo's**

Mentor a young person with mobility difficulties with **Whizz Kids**

Help those with spinal injuries get back to work with the **Spinal Injuries Association**

Care for the dogs or guide those who are partially blind with **Guide Dogs**

Work on transport excursions to support people using transport systems positively and proactively with **AgeUK**

Support people living with dementia with **Dementia Friends**

Network Rail employees: You are entitled to up to 5 days volunteer leave. This can be taken for any UK registered charity or one of the three types of community engagement activity:

(i) Community Safety, (ii) Early Engagement or (iii) Community Rail. For more details, visit

{ HYPERLINK "http://connect/volunteering" }.

To view all environment and social KPIs and how they are to be reported, please refer to the *KPI Guidance Note NR/GN/ESD22*.