

DfT-DPTAC Rail Sub-group Meeting

12/10/18 13.30 – 15.30

Attendees:

DPTAC	DfT	Additional Attendees
David Partington	████████	████████████████████
David Mapp	████████ ██████████	████████████████████
Keith Richards	████████ ██████████	██
Matthew Smith	████████ ████████████████████	██
Roger Mackett	██	
Niki Glazier	██	
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Key Points and Actions:

1. Welcome and Introductions – Dave Partington

- 1.1 Dave Partington welcomed everyone to the meeting. Apologies noted were: Mike Brace (DPTAC), and Tanvi Vyas (DPTAC).
- 1.2 Dave asked for conflicts of interest. Matthew Smith noted work he’s been doing for ORR on Passenger Assist reliability and information; no conflict identified from this.
- 1.3 ██████████ ██████████ noted that there has been no substantive changes to the Rail WG Workplan. He has received feedback from David Mapp to ensure the Workplan is in line with the ITS. **Action: ██████████ to update Workplan after discussions with David Mapp, then send out a revised version next month to DPTAC Rail.**

2. DfT and RDG research on ‘effects of modes of train operations on passengers with disabilities’ – ██████████ ██████████

- 2.1 Steer (formally Steer Davies Gleave) have produced another version of their report and guidance which was shared with the DPTAC Rail Group.
- 2.2 DfT have asked Steer to review the report again to ensure the methodology behind and findings of the research conducted are clearly set out. This will then inform the next iteration of the guidance as it is important that is evidence based.
- 2.3 **Action: DPTAC Rail are invited to send any comments to [REDACTED] on the current version of the report as soon as possible.**
- 2.4 DfT have not set a definitive timescale for this project, as the quality of the report is of the most importance.
- 2.5 **Action: [REDACTED] to send the next iteration of the report to DPTAC Rail when it is available.**
- 2.6 The Government Equalities Office have informed DfT that TOCs are not public bodies, and therefore not subject to PSED.
- 2.7 DfT are working with lawyers to address the possibility of including aspects of PSED into the contracts with TOCs, this will be worked through ahead of franchise competitions next year.

3. Access for All – [REDACTED]

- 3.1 [REDACTED] presented an overview of Access for All (AfA), including the objectives and criteria of the project.
- 3.2 Nominations for AfA are to be submitted by 16th November 2018, successful nominations will then be announced by the Minister at the end of March 2019. It was agreed that DPTAC will have an opportunity to review and comment on the list of nominations before it goes to Ministers. **Action: [REDACTED] to provide the list of nominations to DTPAC Rail when they are ready.**
- 3.3 Also included, which won't require nominations, will be the schemes that were deferred under the Hendy Report.
- 3.4 It was highlighted that, although there is an accessibility deadline for rolling-stock, there is not one for stations.
- 3.5 DPTAC asked if there were plans for a wider station accessibility strategy. [REDACTED] said that there was no deadline for station accessibility because of the size and likely cost of fixing the issue given the large variety of stations on the network. AfA was just one element of DfT policy to improve the situation. For example, major projects such as Crossrail were delivering significant accessibility improvements and whenever the industry installed, replaced, or renewed station infrastructure this had to comply with current accessibility standards.
- 3.6 Ministers had been pressing the Office of Rail and Roads to ensure that these rules were being followed by Network Rail and the train operators. AfA was designed to help stations where no other work was planned that

would trigger access improvements. The ITS was a first step towards a more joined up approach towards accessible transport.

- 3.7 It was highlighted that a database of each station's accessibility facilities, based on different types of disabilities, would be a useful tool. It was noted that there's an ITS action for the RDG to address this. **Action: ██████ to contact RDG about the digital map, and to update DPTAC Rail on this.**

4. Passenger Assist – █████ █████

- 4.1 █████ presented overview of Passenger Assist updates.
- 4.2 Passenger Assist has received funding and approvals from TOCs to: provide better information for staff, update the call-centre database, and to launch a customer app and web-portal.
- 4.3 RDG will deliver workshops for TOCs at the end of October to ensure a seamless roll-out of their services.
- 4.4 Call-centres will be updated by April 2019.
- 4.5 A phased roll-out of real-time information technology aims to be delivered to station staff between April and October 2019.
- 4.6 The customer application aims to be rolled-out in autumn 2019.
- 4.7 Live trials will finish in April, this is supporting customer interaction with the app.
- 4.8 RDG are seeking endorsement for Phase 2 of the project. There aims to be six core aspects of Phase 2, including an option for a customer to book a seat on a second train following a prior cancellation.
- 4.9 RDG are looking into the impact Passenger Assist will have on TOCs and their staff in terms of extra passenger numbers.
- 4.10 █████ agreed to attend the new Rail Group meeting to further update DPTAC on this. **Action: Secretariat to extend an invitation accordingly.**

5. Railways for Everyone – █████ █████

- 5.1 █████ presented updates on the Railways for Everyone project.
- 5.2 The project will be split into nine work-streams: Passenger Assist, ticketing, station environments/facilities, customer service, strategy, connectivity, economics, train environments/facilities, and disruption.
- 5.3 The project is now into step 4, which involves carrying out the research, and prioritising work-streams.
- 5.4 A draft report will be available for consultation in May 2019. A final report will be published in July/August 2019.
- 5.5 █████ noted questions raised about: the impact of devolution's impact on consistency across the network, the possibility of researching wider-economic benefits, such as employment figures, and contacting disabled people directly for primary research.

- 5.6 **Action:** [REDACTED] to send **Railways for Everyone** presentation to [REDACTED] [This action has been completed, and has been circulated to the group with this document].

6. DfT and Transport Focus research – [REDACTED] [REDACTED]

- 6.1 The fieldwork has now closed and the Department aims to publish the final report by the end of 2018.
- 6.2 **Action:** [REDACTED] to send a draft of the report and the consultant's PowerPoint to DPTAC Rail.

7. R&E gaps in Rail Sector – Dave Partington/Roger Mackett

- 7.1 Roger presented an overview of the ITS Monitoring Framework and Value of Accessibility projects.
- 7.2 **Action:** [REDACTED] to send **ITS Monitoring Framework, Value of Accessibility scoping document, and Rapid Evidence review to DPTAC Rail.**
- 7.3 It was noted that Transport Focus have stopped asking disability related questions in its rail survey. **Action:** [REDACTED] **will provide an update on what has happened.** [This action has been completed, and a response has been circulated to the group].
- 7.4 DPTAC Rail agreed to maintain a watch on emerging issues which may lead to a need to commission further research, this will then be fed into the DPTAC R&E Group.

8. Rail Ombudsman – [REDACTED]

- 8.1 [REDACTED] presented overview of the Rail Ombudsman.
- 8.2 Customer complaint handling is varied across the country from different operators, a key benefit of the Ombudsman is that it will create incentives for continuous improvement and greater consistency.
- 8.3 The scheme will be industry led, but DfT have had active input to ensure quality needs are met.
- 8.4 All operators (apart from TfL) are set to join the scheme. The scheme is set to launch in November 2018.
- 8.5 ORR is set to make the scheme a licence requirement for all operators next year. In any event, decisions will be contractually binding.
- 8.6 The Ombudsman will aggregate complaints by using categories, one of which will be 'reduced mobility'.

9. DPPP Guidance and DPRC Review – David Mapp

- 9.1 The ORR advisory group has finished its work, and will consult on revised guidance to the Disabled Persons Protection Policy (DPPP) in November 2018.

- 9.2 An ITS action was to review the eligibility criteria for the Disabled Persons Railcard (DPRC).
- 9.3 DPTAC have had meetings with DfT and RDG concerning the DPRC, which concluded that a wider evaluation of the DPRC should be conducted, not just concerning eligibility criteria. David has written a paper on the key issues that future research would need to address. **Action: David to share this paper with DPTAC Rail.**
- 9.4 The Steering Group is due to meet with RDG in November, and has asked for DPTAC's views on the DPRC.
- 9.5 RDG have appointed a Project Manager to review the DPRC.
- 9.6 RDG will review the DPRC only, as opposed to other railcards.

10. AOB – Dave Partington

- 10.1 [REDACTED] noted that a high level terms of reference and an expert panel group have been announced following the announcement of the Williams Review. Dr Alice Maynard, former chair of Scope, will be a member of the expert panel.

11. Next Meeting

- 11.1 The next meeting of the Rail Group will be in February or March 2019. It is proposed that this will be an all-day meeting. The Secretariat will send out proposed dates.