Railfuture Conference – 21 September 2019

Shaping Accessibility: How Network Rail will put passengers first

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Access and Inclusion Manager

1

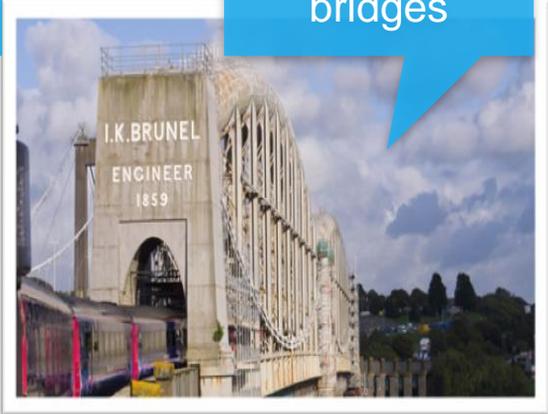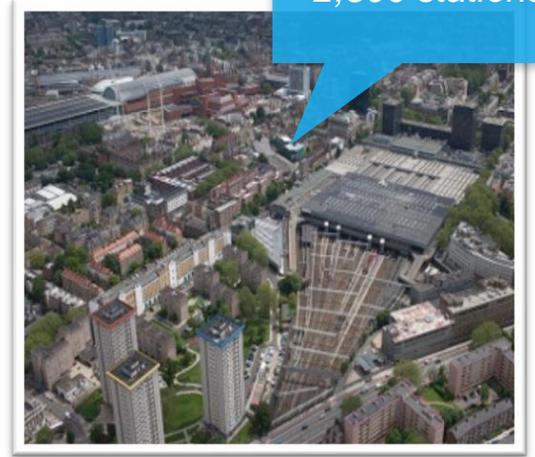# Who we are and what we do….

NetworkRail

40,000 employees

30,000 bridges

20,000 miles of track

2,500 stations

118,000 contractors

800 shops

700 tunnels

28bn freight tonne kms

everyone home safe every day
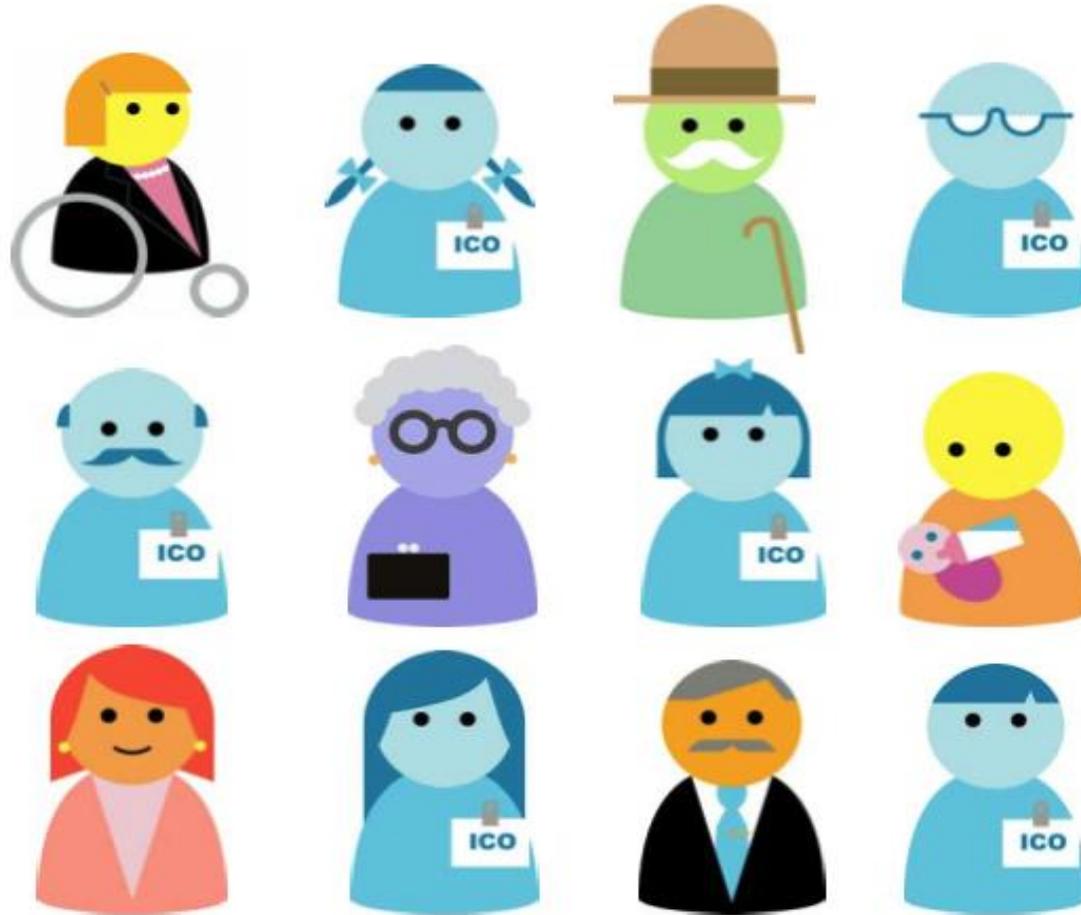
everyone matters

1. Access and Inclusion Matters
2. Carers Matters
3. Disability Matters
4. Faith and Belief Matters
5. Gender Matters
6. LBGT+ Matters
7. Race Matters
8. Support Matters

The cold hard truth……

20% people in the UK have a disability however only **11%** of journeys each year are made by disabled people

and there are only **222k** disabled Railcards in circulation.

Stations are not fully accessible for all, with only **20%** of stations categorized as accessible today.

This gaps needs to be addressed. We need to eliminate barriers, increase awareness of the support available within accessibility and allow all customers to confidently and seamlessly travel within rail.

Along with this, the spending power of the disabled community is **£248Bn**

We need to understand and explore this commercial opportunity.
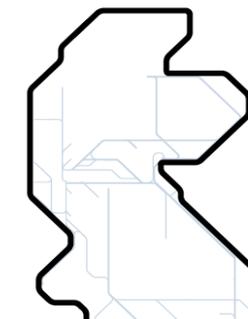
13.3m disabled people in the UK

everyone
home safe
every day
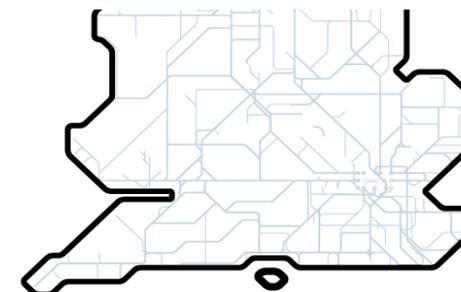
… and everyone is impacted by the railway

What has Access and Inclusion got to do with the railway?

It's all about "political correctness"

Putting the Passenger First….Hmmm?

What has the Equalities Act got to do with Accessibility?

What does PSED stand for?

What is a Diversity Impact Assessment?

What is the Interoperability Regulations?

What's the difference between Accessibility and Inclusive Design?

Which hat fits better: Engineer or Passenger?

And this is important because Access and Inclusion supports our values

Safe   **Act**   **Care**   **Team work**

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We are different and connected...

Overview of Key Themes with Workstream Activities

Passenger First

Railway for Everyone

Access for All

Wayfinding Signage

Inclusive Transport Strategy

Create and publish Accessible Transport Policy (replacing DPPP)

Collaborative Partner and Industry Leader

Accessible Assets Register

Accessibility Framework

Passenger Assistance App Trials and Rollout

Inclusive Design Strategy

Built Environment Accessibility Panel

HS2 Interface

Standard for Diversity Impact Assessment and BEAP

Superuser recruitment, support and training

Inclusive Infrastructure

An Inclusive Employer

Partner with workplace and Facilities to improve our workforce built environment

Member of Business Leader Group for the Government's Disability Confident Scheme

Member of DWP Employer Panel for Access and Inclusion

Access and Inclusion

Key themes

Access and Inclusion

"An Improved passenger expereience; collaborating with industry stakeholders; Inclusive Design Strategy; an inclusive employer for disabled people**"**

Passenger first
- implementing Inclusive Transport Strategy
- enhanced DPPP Proposals
- safe and accessible railway for everyone

Collaborative partner & industry leader
- alignment with ORR, RDG, DfT, DPTAC etc
- challenge and influence the industry in inclusive design
- Passenger Assistance App trials and implementation
- leading the industry to create a railway for everyone

Inclusive Design Strategy
- Embed Inclusive Design into business
- promote best practice via Super User development and training
- Improved BEAP processes, with Diversity Impact Assessment e-learning

An inclusive Employer
- in our workforce built environment
- recruiting, retaining and progressing disabled talent
- a Disability Confident Leader

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During the next 5 years we will make progress on...

- Access and inclusion matters
- Diversity Impact Assessments
- Built Environment Accessibility Panel
- Inclusive Leadership
- We use a range of assessments and independent benchmarks, like Stonewall and the Business Disability Forum

- Inclusive Design – Embed into the business
- Accessible Transport Policy (ATP previously known as the DPPP)
- DIA Superuser training
- Passenger Assist App
- Railway for Everyone

NetworkRail

Business Disability Forum
Disability Standard
Bronze 2019

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Outline Schedule

NetworkRail

Theme	Nov 18 – Mar 19	Apr 19 – Aug 19	Sep 19 – Jan 20
Passenger First	Wayfinding Signage Accessibility	Mystery Shop Passenger Experience — Framework to direct accessibility activity in Stations and Infrastructure — Changes to DPPP Published by ORR — Create and publish new Accessible Transport Policy — Creation of an Access Community to centralise info on A&I	
Inclusive Design Strategy	Lift and Escalator Reporting	Superuser recruitment & training for DIAs, BEAP Continuous Improvement — DIA E-Learning Communicate, launch and embed	
Collaborative Partner and Industry Leader	System Operator 'Railway for everyone' Network Study UK Wide Workshops — Member of Business Leaders Group for DWP Disability Confident	Passenger Assistance App Trials and Roll-out — Trial and adoption of the published RSSB Accessibility Framework — Accessible Assets Register — Publication of the System Operator 'Railway for everyone' Network Study — Northgate System Decommissioned	
An Inclusive Employer	Member of Employer Panel for DWP	Partner with workplace and Facilities to improve our workforce built environment	

Progress to date

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every day

Moving forward in our business means…..

- 6 Employee networks
- Keep your diversity monitoring data up-to-date
- Mentoring
- Encourage collaboration
- 20/20 (20% women in 2020) project
- Disability Confident Leader
- Make the links between our respective areas of work and safety
- Improve disability awareness – employees and passengers

Thank you