



# Spaces and Places for Everyone



Network Rail Inclusive Design  
Strategy 2015-19

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Accessible seating at Kings Cross



## Foreword

Network Rail is working to deliver a better railway for a better Britain. This means providing a rail infrastructure that is safer, more reliable and more efficient than ever before; a railway that helps to build a thriving, sustainable economy. Spaces and Places for Everyone, Network Rail's Inclusive Design Strategy, has been developed in consultation with a range of internal and external parties, and describes how we will get better every day at offering more inclusive environments, from railways to workplaces.

We want to see a railway that is accessible, convenient and welcoming to as many people as possible. We care about our lineside neighbours and our passengers and we want everyone to have a positive, seamless journey. Our vision means that our offices and depots will also be better able to accommodate our workforce.

Historically, our approach has been inconsistent and often bolted-on accessibility, following rules and meeting minimum standards. This is unlikely to deliver a railway fit for the future. Instead, we will adopt the concept of Inclusive Design, which is about removing barriers that create undue effort, separation or special treatment, so that everyone can participate equally, confidently and independently in mainstream activities with choice and dignity.

**Mark Carne**  
Chief Executive

Inclusive Design needs to be the ultimate goal of every designer, engineer, architect, accountant, sponsor, programme, project and facility manager. It has relevance to our stations, offices, depots, level crossings and footbridges – all of our spaces and places.

It can deliver beautiful buildings that are inspiring and enjoyable to use, supporting our ambition of making unique places extraordinary. As we want to be at the cutting-edge of Inclusive Design, we will need to tap into creativity and lateral thinking to find innovative solutions designed for real people.







**This is how we will deliver spaces and places for everyone.**



## Section 1

# Introduction

We own, manage and maintain Britain's rail network infrastructure. This includes:

 <b>18</b> major stations serving half of all passenger journeys made.	 <b>20,000</b> miles of track, including level crossings and footbridges.	 <b>8,200</b> commercial properties.
 <b>Over 2000</b> other stations that are leased to train operators.	 <b>32,000</b> bridges and tunnels.	 <b>100's</b> of offices, depots, regional operating centres, signal boxes, etc.



We work hard to make sure that these railway spaces and places are managed safely and effectively over the short, medium and long-term whilst delivering new projects and upgrades. We are the landlord to the Train Operating Companies and oversee the investment needed to run and improve the railways.

The income needed to deliver this work comes from:



Direct grants from the Department for Transport and Transport Scotland.



Charges for track access levied on the passenger and freight train operators that use our network.



Income from our commercial property.

Our government funding is agreed in five-year blocks known as 'control periods' and we are currently in Control Period 5 (2014 to 2019). All our work contributes to the delivery of our corporate strategy, 'A Better Railway for a Better Britain'. We also produce detailed plans setting out what we will deliver in each control period, and reports on our progress each year. We are regulated by the Office of Rail and Road.

We are committed to providing outstanding value for taxpayers, customers and passengers whilst continually improving safety and performance. Integral to the delivery of these aims is our vision of becoming a more open, diverse and inclusive organisation as set out in 'Everyone', our Diversity and Inclusion strategy.

There are three themes in Everyone which we refer to as the ABCs – A for access and inclusion, B for benchmarks and behaviours and C for collaboration.

This Inclusive Design Strategy addresses objectives within the Access and Inclusion and Collaboration themes.

- Deliver a more inclusive and accessible service, increasing our ability to serve existing and potential customers
- Build more collaborative relationships with community-based groups and stakeholders so we are better able to meet their current and future needs; and
- Influence the rail industry and the wider transport sector to be more inclusive.

In *Spaces and Places for Everyone*, Network Rail explains in more detail for our passengers, our teams and our external partners, how we will do this.



Platform with accessible seating and tactile paving



## Section 2

# What is Inclusive Design?

Inclusive Design is a process that aims to deliver spaces and places for everyone. When achieved it means that everyone benefits from the full range of services and opportunities that we offer.



People will be able to access the rail network equally, confidently and independently with choice and dignity regardless of their age, disability, culture, gender or faith or whether they are carrying shopping, children or luggage. An environment designed inclusively, is good for everyone.

According to the British Standards Institute, Inclusive Design is:

**“The design of mainstream structures or 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 without the need for special adaptation of specialised design.”**

Inclusive Design seeks to remove physical, attitudinal and procedural barriers that impact on people's experiences of our spaces and places. It offers design principles that lead to better environments, strategies that make good business sense, and potential economic drivers that will include social benefits.

Building regulations and rail industry standards have historically focused on 'access for disabled people'. This has tended to result in more costly and much less user-friendly 'special provision.' Creating inclusive spaces and places is about much more than physical access. It relies on providing up to date information, clear signage, good lighting, strong visual contrasts and accessible websites, apps and written materials. All these elements combined will contribute to a more positive passenger and employee experience.

By adopting the following Inclusive Design principles<sup>1</sup> at the outset and throughout every design process, we will help to make our railway fit for the future.

### Inclusive Design Principles:

- Puts people at the heart of the design process, ensuring they can use the railway safely, easily and with dignity
- Acknowledges diversity and difference and is responsive to people's needs
- Offers choice where a single design solution may not work for everyone
- Provides for flexibility in use offering more than one solution to help balance everyone's needs; and
- Provides buildings and environments that are convenient and enjoyable for everyone.

Inclusive Design should not be confused with 'Access for All' which is a Department For Transport scheme delivered by Network Rail to improve accessibility at a number of key stations.

1 – The Commission for Architecture and the Built Environment / Design Council.



## Section 3

# The benefits of Inclusive Design

The adoption of Inclusive Design principles will result in many improvements for a wide variety of passengers, employees, lineside neighbouring communities.



## 3.1 Safety

Inclusive spaces and places are safer because they are designed with people's needs and behaviours in mind. For example:



Lifts that are easy to find are more likely to be used by people with luggage and buggies as well as people using wheelchairs, reducing accidents on escalators.



Evenly distributed lighting helps visually impaired people to get around more easily whilst also reducing slips, trips and falls for everyone.



Accessible, well-signed and well-lit footbridges encourage people to cross the track where it is safe to do so and helps reduce the occurrence and fear of crime.



Good lighting helps people to see information boards reducing the risk of people gathering in unsafe locations whilst searching for routes or information.



Platforms that are easier to find reduce the likelihood of our passengers running for trains.



Safely placed seating encourages people to use our stations more independently, reducing the need for people to stop, sit or lean where it is unsafe.



Induction loops and reliable real-time information ensure hearing-aid users receive safety announcements, updates on delays and platform alterations.



Accessible kitchens in our offices reduce the risks of burns and spills for all our employees.

3.2 Passenger satisfaction

When our infrastructure is inclusive, our passengers will be happier with our service. For example, providing many of the things that support disabled and older passengers, like good signage, even lighting, and extra seating which does not block pedestrian flow can help everyone to move safely and quickly through our stations, ultimately reaching their destination on time and in comfort.

3.3 Future proofing

One of the ten commitments in a ‘Better Railway for a Better Britain’ is **delivering a railway fit for the future**. Most of today’s railway was designed during the Victorian era. We now have a much better understanding of how our built environment should provide wider access and inclusion for everyone.



Customer service advisor

Much of the innovation we need to help older and disabled passengers could benefit everyone, including in our retail outlets. The use of beacon<sup>2</sup> technology to assist visually impaired people to find their way around our stations and reach the right platform, could also help people for whom English is a second language, or those who simply wish to linger longer in one of our shops.

**The UK has an ageing society. By 2020, more than 50% of our population will be over 50 years old. With ageing comes an increased incidence of disability:**

- 70% of disabled people have walking or mobility difficulties
- 30% of people with walking difficulties can walk less than 50m without stopping
- There are almost 2 million blind and partially sighted people in Britain
- 1 in 6 of the population is Deaf or hard of hearing
- 3.3 million people have difficulties with memory, concentration, learning and spotting danger
- Many disabled people, particularly those who are older, have more than one impairment.

By incorporating an understanding of these changing demographics at the heart of the design process, we can better plan for the future. Older and disabled peoples’ confidence to travel increases when journeys are made more comfortable and information is made more accessible. By supporting these passengers to get to work, to family or to shops we also support economic growth.

2 – iBeacons are small devices that transmit small amounts of data via Bluetooth to aid indoor navigation.

3.4 Financial gains

Cost

Many people assume that adopting Inclusive Design costs more. In reality, the true cost of inaccessible design, such as complaints, legal challenges and planning delays, can be greater and often emerges later in a project’s lifecycle causing delays.

Poor design also has a greater potential to damage our reputation and erode passengers’ trust. Where adjustments need to be retro-fitted to a scheme, these can be very expensive as figure 1 demonstrates.

Figure 1 The Relative cost of Inclusive Design through the Project Lifecycle

Design stage	Relative cost of inclusive design change £
Concept	1
Detail design	10
Construction / Tooling	100
Completion	1000
Occupation / Post-release	10000

Source: Mynott C et al (1994)

The cost of integrating Inclusive Design increases dramatically as a project matures. These costs can be minimised by making sure that we have a thorough understanding of the end user at the very start of the design process, and then correctly translate these needs into a detailed project specifications. While cost is often used as a reason for not delivering Inclusive Design, many of the elements like clear signage, good lighting and other adjustments, are not necessarily more expensive.

Revenue

Recent estimates suggest the annual spending power of disabled people is approximately £200bn, whilst older people’s spending is estimated to be a further £100bn. According to Disability Rights UK, 83% of disabled people had been ‘turned away’ from buying products or services through a lack of access or unhelpful staff. Other factors that discouraged disabled consumers from spending included poorly designed transport provision, staff who were not disability confident, were rude or appeared biased against disabled people.

Increasing the number of passengers who make journeys with children, disabled and older relatives will increase revenues. When passengers enjoy spending time in our stations they are also likely to spend more money. An inclusively designed station allows disabled passengers and their families as well as people with luggage or buggies to spend more money in shops or restaurants before boarding their train.



### 3.5 Economic and social value

Millions of people use railway stations every day. Towns and cities have historically developed around them, placing stations in the heart of many communities. The railway station is often part of a town or city's identity and is a point of reference as well as a civic amenity for people who want to use the station's facilities, whether they are travelling or not.

The rail network does much more than transport passengers. It fosters social inclusion by connecting people to their jobs, schools and colleges, shops, hospitals, open spaces, leisure facilities and their families and friends. An inclusive rail network ensures that everyone can make those connections, and play an active role in their local community and contributing to their local economy. Those connections can also be damaged and people's independence can be reduced if we make journeys across or within the rail network inaccessible.

Local communities are strongest when they enable all their citizens to participate socially and economically. Inclusive communities have better health, improved economic development, stronger support institutions and more effective public services. The effective integration of rail with other accessible modes of transport and the surrounding area, can provide an end-to-end journey that makes sustainable inclusive public transport a real alternative to private vehicle usage. By offering inclusive local workplaces we can play our part in ensuring job opportunities are available to the widest possible pool of talented potential employees.

**The rail network does much more than transport passengers. It fosters social inclusion by connecting people to their jobs, schools and colleges, shops, hospitals, open spaces, leisure facilities and their families. An inclusive rail network ensures that everyone can make those connections, playing an active role in their local community and contributing to their local economy.**

### 3.6 Assurance

The adoption of Inclusive Design helps us to demonstrate how we are fulfilling many of our legal obligations including (see Appendix 1 for a full list and more information):

- The Equality Act 2010
- National Planning Policy Framework
- Persons of Reduced Mobility Technical Specification for Interoperability
- Design Standards for Accessible Railway Stations: A Code of Practice
- Building Regulations
- Rail Vehicle Accessibility Regulations.

British Sign Language interpreter at use at the Built Environment Accessibility Panel





## Section 4

# Our approach and objectives



For the next three years, our approach to Inclusive Design includes:



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.

Our objectives are listed at figure 2 and they will be delivered via a detailed action plan that will be monitored, reviewed and updated as necessary to ensure progress. Further guidance and training will also be developed to support the delivery of this strategy (see Appendix 2 for the list of deliverables).



Edinburgh Waverley stairs and accessible ticket office



## 4.1 Consultation

Organisations that involve their users, in our case, passengers and line-side neighbours, are more likely to deliver a higher quality service and be trusted by the communities they serve. Two-way engagement encourages participation by removing any real or perceived barriers. Consultation helps us gather information and improve safety by understanding what people really need, how they use our facilities, and what local issues are relevant. We are then better able to provide solutions that work.

Ensuring any consultation is accessible and inclusive engagement will be crucial to making this part of the strategy work well. Timely feedback to participants and the wider community about the outcomes of any engagement is also an important factor. By showing that we understand the needs of our passengers, neighbouring communities and employees, we can demonstrate that we care about their interests.

We need to improve our engagement with residents living close to our worksites, including access points and providing advance notice of planned works. This will help us to build trust and inclusive solutions with local businesses, community and voluntary organisations, commuters, landowners and property developers, local councils, statutory bodies, transport agencies and train operators before and during project delivery. Many of our projects will also need to engage with organisations of disabled and older people, as well as Inclusive Design experts.

To support our approach, we have set up the Built Environment Access Panel (BEAP) to provide expert technical and strategic advice to our project teams, particularly on major, challenging or contentious projects. Guidance will be developed outlining how and when the BEAP can be consulted. The BEAP consists of disabled and older people who are Inclusive Design experts.

Members applied and were appointed to the group because they understand accessibility, transport and the role that our railways have in opening up opportunities and improving quality of life. The BEAP has already proved that is able to give advice that is practical, pragmatic and professional and has done so for a number of projects through a combination of site-visits and meetings.

“The BEAP were integral in helping the project team to understand how we could ensure that the solutions we were proposing to closing and replacing some of the most dangerous level crossings on the Wessex Route were as inclusive as was practicably possible.”

Alex Boatfield Associate Sponsor

## 4.2 Collaboration

Delivering more inclusive journeys will require high quality collaboration across the entire transport sector. We will apply learning gained from the successful implementation of Inclusive Design on the Olympic Park and related transport infrastructure for the London 2012 Games. This means proactively considering the needs of the end user from the very start of any project. It also means thinking about journeys from end-to-end as a passenger would do.

We are also using many of the lessons learnt on other projects such as Crossrail and High Speed rail. We will work with other public bodies, local authorities, train operating companies and land owners as well as those managing forms of transport that intersect with our infrastructure so that we create more consistent and joined-up travel experiences for passengers.

We will continue to share good practice and build a requirement for Inclusive Design competence into relevant parts of our procurement processes so that our supply chain can work with us to deliver our objectives.

Accessible ticket doors, London Bridge







Tactile flooring

### 4.3 Education

Inclusive Design is relevant to everyone who works in the built environment sector eg commissioners, planners, access consultants, designers, architects, engineers, surveyors, accountants and property leaseholders. The training and support of those responsible for customer assistance and workplace and facility management is vital, given the importance of operational management in removing attitudinal barriers. This strategy initially focuses on raising awareness about Inclusive Design. We will then develop competencies through targeted training and guidance for those people with specific responsibilities.

We are supporting the Built Environment Professionals Education Project, which aims to embed inclusive design into initial and continuing professional education and training. The project's vision is that every newly qualified built environment professional will have the attitude, skills and knowledge needed to deliver accessible and inclusive buildings, spaces and places.

### 4.4 Innovation

Not all Inclusive Design solutions are physical. Some may involve for example, making information easier to understand. Other solutions could focus on the use of information technology to make communications more user-friendly. The use of smartphone applications and iBeacon technology is being explored across the rail industry. An inclusive approach to design often provides new insights into the way we interact with the environment and creates new opportunities to apply creative and problem-solving skills.

3 – 'Protected characteristics' are: age, disability, gender, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, and sexual orientation.

### 4.5 Integration

Incorporating Inclusive Design principles within our business as usual systems will be key to achieving full integration of this strategy. We will employ a number of processes, guidance documents and engage with relevant governance structures.

#### 4.5.1 Diversity Impact Assessments

We have introduced Diversity Impact Assessments (DIAs) across Network Rail. They will help us to achieve our vision of becoming a more open, diverse and inclusive business. DIAs are a structured tool to guide a policy developer, project owner, facilities manager, and people who write strategies or draft specifications to consider diversity and inclusion issues when making decisions that could impact on people.

DIAs help assess existing inequalities and barriers to inclusion and use consultation to better understand the potential impact of our work on our staff, passengers and local communities. They can then be used to mitigate against any potential negative impacts of our work on people's 'protected characteristic'<sup>3</sup> as well as promote the positive effects.

We will publish our DIAs so that we are open and transparent. The DIAs will demonstrate that we have given thought to how our decisions and our work might affect different people and communities. We anticipate that this openness will help build the trust of our passengers and other stakeholders.

Done well, DIAs allow us to show that we have really considered our duty to promote equality, tackle discrimination and foster good relations between communities under the Equality Act 2010. They help us to deliver on other duties, for example meeting the 'Persons of Reduced Mobility Technical Specification for Interoperability' and the 'Design Standards for Accessible Railway Stations: A Code of Practice'

Training will be given to key people to build their confidence and competence to carry out DIAs in a way that produces more inclusive policies, projects, programmes, places and spaces. We will use a network of 'super-users' who have a level of expertise in DIAs, to check the quality of our assessments and to support the roll-out process.

#### 4.5.2 End-to-End Integration

The Initial Industry Plans (IIP) for England and Wales, and Scotland set out what we will do for each control period to deliver a more efficient and better value railway which plays a key role in driving sustainable economic growth. The plans are based in input from cross-industry groups responsible for co-ordinating industry plans in relation to safety, performance, sustainability, capacity, access strategies, asset management, technology and innovation. A Diversity Impact Assessment of the next IIP will help us to ensure that Inclusive Design is integrated into our planned programme of enhancements and renewals from the outset.

We will use DIAs to drive progress on Inclusive Design as an essential part of the delivery of our Asset Policy Statements through the Requirements Engineering Process, including:

- Client Requirements Documents (CRD),
- Route Requirements Documents (RRD) and,
- Detailed Route Requirements Document (DRRD).

DIAs will also align with our programme, project and policy development methodologies including the Governance for Railway Investment Projects (GRIP) process. While the completion of a DIA will be a deliverable for all new projects that impact on people, we will prioritise the development of DIAs on those existing projects that have the most relevance to diversity and inclusion. This could be because they have national reach or considerable potential local impact.

An important element of embedding Inclusive Design into our work will be regular, timely reviewing and reporting of each project's intent to meet Inclusive Design principles and updated design guidance. If a project has not been able to progress the DIA action plan, then the reasons for this should be recorded and alternative measures explored. This will help us to make informed decisions about how reasonable the Inclusive Design provision is, when weighed against competing design, cost and programme objectives.



4.5.3 Design Guidance

We will develop new design guidance to reflect the requirements of the Equality Act 2010. This will help our designers, engineers, contractors and stakeholders to address Inclusive Design in a consistent way.

The guidance will be tailored to our different spaces and places such as stations, footbridges and offices and will encourage project teams to go beyond meeting minimum standards.

Figure 2 Our Inclusive Design Objectives and Outcomes 2016-2019

Objectives		Outcomes
Consultation		
1.	Routinely appoint Inclusive Design experts within our project teams.	The quality of our projects in relation to Inclusive Design will improve and we will build our in-house competence to do this work, over time.
2.	Engage with the wider community including passengers, employees and organisations that understand the needs of those with protected characteristics during the development and delivery of projects.	Our projects will get better every day at meeting the needs of those who use our space and places by placing people at the heart of the design process. High quality engagement will help to improve our reputation with the communities we serve.
3.	Continue to support, develop and consult with the BEAP especially for major and contentious projects.	Projects will be able to better balance the needs of excluded groups, particular disabled and older people, with our business objectives.
Collaboration		
4.	Build the principles of Inclusive Design into the work we commission with our supply chain from Invitations to Tender to contract assurance.	Drive up the quality and quantity of projects that integrate Inclusive Design from end-to-end to drive the step change needed to deliver more inclusive rail spaces and places.
5.	Share knowledge, innovation and best practice on Inclusive Design with suppliers, industry shapers and policy makers.	<div>Learn with and from:<ul style="list-style-type: none"><li>• Our suppliers</li><li>• Association of Train Operating Companies</li><li>• Train Operating Companies</li><li>• Department for Transport</li><li>• Transport Scotland</li><li>• Office of the Rail and Road</li><li>• Rail Delivery Group and</li><li>• Rail Safety and Standards Board (RSSB).</li></ul></div> <div>The wider adoption of Inclusive Design will help to ensure more inclusive end-to-end journeys for our passengers and help us to tackle any planning and funding barriers.</div>

Objectives		Outcomes
Education		
6.	Raise awareness about the importance of Inclusive Design within Network Rail.	Increased levels of consideration of the need for Inclusive Design in our work.
7.	Build the confidence and competence of targeted sections of our workforce to apply the principles of Inclusive Design and carry out Diversity Impact Assessments DIAs.	Teams and individual managers with the relevant skill set to build Inclusive Design into our work, particularly through the use of Diversity Impact Assessments.
Innovation		
8.	Encourage, identify and share innovative approaches to Inclusive Design within Network Rail and throughout the rail industry.	The speed of our learning will increase as we work together to find out what works and what doesn't.
Integration		
9.	Build DIAs into relevant Network Rail processes to ensure that their completion becomes business-as-usual.	DIAs will help to identify and reduce barriers to inclusion across our work, particularly the physical and attitudinal barriers related to the built environment.
10.	Embed Inclusive Design into our policy, strategy and project development systems and processes including Asset Policy Statements, Client Requirements, Governance for Railway Investment Projects (GRIP) and those governing our new and existing workplaces .	We will be better able to balance the needs of our passengers, customers, communities and employees with our business objectives.



## Section 5

# Accountabilities



Accessible kitchen

## 5.1 Diversity and Inclusion Team

The Diversity and Inclusion Team will facilitate the change that this strategy requires. The role of the team is to provide guidance to project teams based on their extensive knowledge and expertise and supplemented by professional advice from within Network Rail as well as from specialist external organisations.

The team will promote and share good practice across routes and functions, monitoring performance against local plans and challenging the business to go further. The team will also coordinate our efforts to influence our rail stakeholders, partners and policy-making forums, as we strive to be industry leaders in this field.

Additionally this team is accountable for regularly reporting on progress against agreed Key Performance Indicators (KPIs) as well as celebrating success and highlighting gaps in performance. The team will hold Network Rail to account for delivering this strategy as part of the business-wide diversity and inclusion programme.

## 5.2 Access and Inclusion Manager

The Access and Inclusion Manager will champion the Inclusive Design philosophy and principles, chair the BEAP, produce design guidance and develop procedures for its implementation. They will also provide support, advice and expert guidance to staff and stakeholders to ensure the adoption of this approach.

## 5.3 Internal subject matter experts

Colleagues, such as those within our Safety Technical and Engineering Directorate, working with our Access and Inclusion Manager will assure the quality of our DIAs. For complicated projects or where conflicts arise, a project may be referred to the BEAP and ultimately to the Diversity and Inclusion Programme Board for a decision. The Buildings and Architecture Team can help to review Inclusive Design on stations and ensure these meet any technical requirements. Our Station Capacity Manager can also assist in reviewing designs that help manage pedestrian flow in a way that is safe and inclusive.

## 5.4 Diversity and Inclusion Programme Board

The Diversity and Inclusion Programme Board is part of our wider diversity and inclusion governance structure and is responsible for driving the Everyone programme forward. Members of the Programme Board are individually accountable for their areas of responsibility and delivery within the programme.



Rugby Regional Operating Centre's accessible kitchen and the ROC design team



# Glossary

**Access Statement**

The ‘formalisation’ of the access strategy developed within the project briefing process. Design and Access Statements may consist of two parts a statement on design intent and the Access Statement which is often used by the client to monitor progress on Inclusive Design.

**Building regulations**

Building regulations contain the rules for building work in new and altered buildings to make them safe and accessible and limit waste and environmental damage.

**Built environment**

Elements of the environment that are created artificially including buildings, transport, urban infrastructure and landscaping.

**Design and Access Statement**

A statement that will include detailed advice on context, scale, design, layout, and information about the inclusive access provision on a project.

**Design Team**

The team of designers and other construction experts who collectively define, design, construct and deliver a project.

**The Department for Transport (DFT)**

The DFT works to deliver a transport system that balances the needs of the economy, the environment and society.

**Transport Scotland**

The national transport agency for Scotland, delivering the Scottish Government’s vision for transport.

**Disability**

The Equality Act 2010 defines a disability as ‘a physical or mental impairment that has a substantial or long term adverse effect on an individuals’ ability to carry out normal day to day activities.’

**Disabled Peoples Protection Policy (DPPP)**

This policy sets out the arrangements and assistance that Network Rail or Train Operating Company will provide to protect the interests of disabled and older people using stations and service; and it explains how we will facilitate their use.

**Inclusive Design Expert**

An Inclusive Design Expert is an Access Consultant, a member of National Register of Access Consultants, Royal Institute of Chartered Surveyors Inclusive Environments or an Accessibility and Inclusion Manager of a TOC.

**Older people**

People who are aged 55 and over.

**The Office of Rail and Road (ORR)**

The independent safety and economic regulator for Britain’s railway and roads. It safeguards the public and the workforce by regulating the rail industry’s health and safety performance and holds Network Rail to account.

**Persons of Reduced Mobility (PRM)**

Anyone who has a permanent or temporary physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder their full, effective use of transport on an equal basis with other passengers or whose mobility when using transport is reduced due to age.

**Rail Delivery Group (RDG)**

The Rail Delivery Group (RDG) was set up in 2011 to provide leadership to Britain’s rail industry, bringing together the owners of Britain’s passenger train operating companies, freight operators and Network Rail.

**Rail Safety and Standards Board (RSSB)**

The RSSB, through research, the understanding of risk, and analysis, helps the rail industry in the areas of safety, standards, knowledge and innovation.

**Train Operating Company (TOC)**

A business that manages passenger trains on the railway system of Great Britain.



Accessible ticket machine



# Appendix 1

## Legislation and Standards Underpinning Inclusive Design

**The Equality Act 2010** protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws including the Disability Discrimination Act 1995 (DDA) with a single act, making the law easier to understand and strengthening protection in some situations.

The Equality Act protects people from discrimination and harassment based on ‘protected characteristics’. The ‘protected characteristics’ are: age, disability, gender, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, and sexual orientation. The law gives individuals greater protection from unfair discrimination and makes it easier for employers and companies to understand their responsibilities. It also sets a new standard for those who provide public services to treat everyone, with dignity and respect, known as the Public Sector Equality Duty (PSED).

There are three main aims of the PSED:

- Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct contrary to the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not.

**National Planning Policy Framework** sets out the Government’s planning policies for England and how these are expected to be applied. The framework explains that it is important to plan positively for the achievement of high quality and Inclusive Design for all development, including individual buildings, public and private spaces and wider area development schemes.

Importantly for Network Rail the framework states that although visual appearance and the architecture of individual buildings are very important factors, securing high quality and Inclusive Design goes beyond aesthetic considerations. Therefore, planning policies and decisions should address the connections between people and places and the integration of new development into the natural, built and historic environment.

**The Railways Act 1993** the legislation that created a regulatory regime for the railways and established the Office Rail Regulation (ORR). The operating licence issued to Network Rail by the ORR has a specific condition, “provision of services for disabled passengers”. To satisfy the conditions of the licence, we must establish and comply with a Disabled People’s Protection Policy (DPPP), which we are also required to review on a regularly. Each DPPP is reviewed and approved by the ORR on an annual basis.

**Persons of Reduced Mobility Technical Specification for Interoperability (PRM TSI).** The European accessibility standards are intended to benefit a wider range of rail passengers than envisaged by some national standards. The UK standards have been designed to benefit “disabled persons”, whereas the European standards are designed for a broader range of people who have difficulty when accessing rail infrastructure.

The PRM TSI applies to:

- The trans-European conventional rail system network
- The trans-European high-speed rail system network
- All other parts of the network.

Member States may exclude metros, trams and other light rail systems, networks that are functionally separate and intended only for the operation of local, urban or suburban passenger services and privately owned railway infrastructure. Under Railways Interoperability Regulations 2011, the Department for Transport (DfT) has produced an exclusion list that is published on the DfT web pages

The most recent Commission Regulation (EU) No 1300/2014 of 18 November 2014 included a requirement that each Member State work towards establishing an inventory of assets with a view to:

- Identifying barriers to accessibility
- Providing information to users
- Monitoring and evaluating progress on accessibility.

The UK 2011 Interoperability (Railways) Regulations require new infrastructure and the renewal and upgrade of existing infrastructure to be authorised to be placed into service before the subsystem is first used on the rail system. The authorisation is against the applicable TSIs. Under the essential requirements for interoperability accessibility for persons of reduced mobility has now been added (see EU decision 2013/9/EU which amended annex III of the 2008 Interoperability Directive).

**Design Standards for Accessible Railway Stations: A Code of Practice (ACoP)** Version 4 2015. This code fulfils the Secretary of State’s responsibility under Section 71B of the Railways Act 1993 (as amended). It identifies European and national standards relevant for all passenger train and station operators in Great Britain. Licensed operators, including Network Rail must follow the Code as a condition of their licence under the Railways Act, whenever they install, renew or replace infrastructure facilities. This includes the requirement to establish and comply with a Disabled People’s Protection Policy (DPPP) paying due regard to this Code.

**Building Act 1984** is the primary legislation under which the Building Regulations and other secondary legislation are made.

The many powers of the Building Act 1984 include those for:

- Setting the status of Approved Documents (see below)
- Enforcement of Building Regulations.

**Building Regulations<sup>4</sup>** The legislative framework of the ‘Building Regulations’ is principally made up of the Building Regulations 2010 and The Building (Approved Inspectors etc.) Regulations 2010.

**Approved Document M (ADM)<sup>5</sup>** requires that new, existing and temporary buildings, structures and spaces to provide access for all. ADM is one of a series of documents that has been approved and issued by the Secretary of State to provide practical guidance to the requirements of Schedule 1 to and regulation 7 of the Building Regulations 2000 for England and Wales.

**Planning (Listed Building and Conservation Areas) Act 1990.** A listed building, in the United Kingdom has been placed on the Statutory List of Buildings of Special Architectural or Historic Interest. The statutory bodies maintaining the list are; **Historic England, Cadw, in Wales and Historic Scotland.** Guidance on providing sensitive access in and around listed structure is available from the relevant organisation.

**Inclusive Mobility, DfT, 2013.**

**BS 9999: 2008 – Code of practice for fire safety in the design, management and use of buildings.**

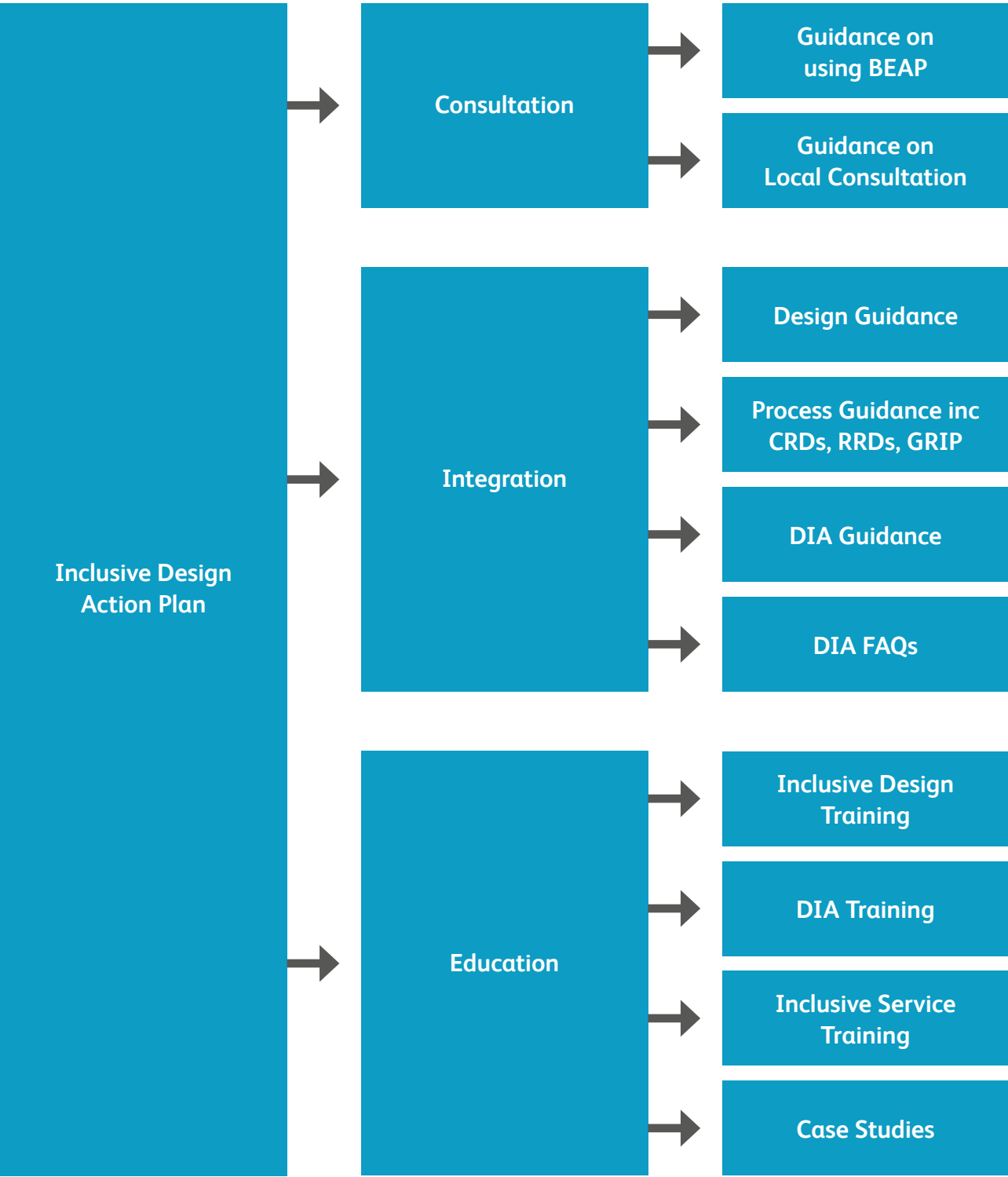
**BS 8300:2009 + A1 2010 – The design of buildings and their approaches to meet the needs of disabled people.**

4 – In Scotland: The Scottish Building Standards  
5 – In Scotland: Section 4.2 of the Technical Handbook (Scotland)

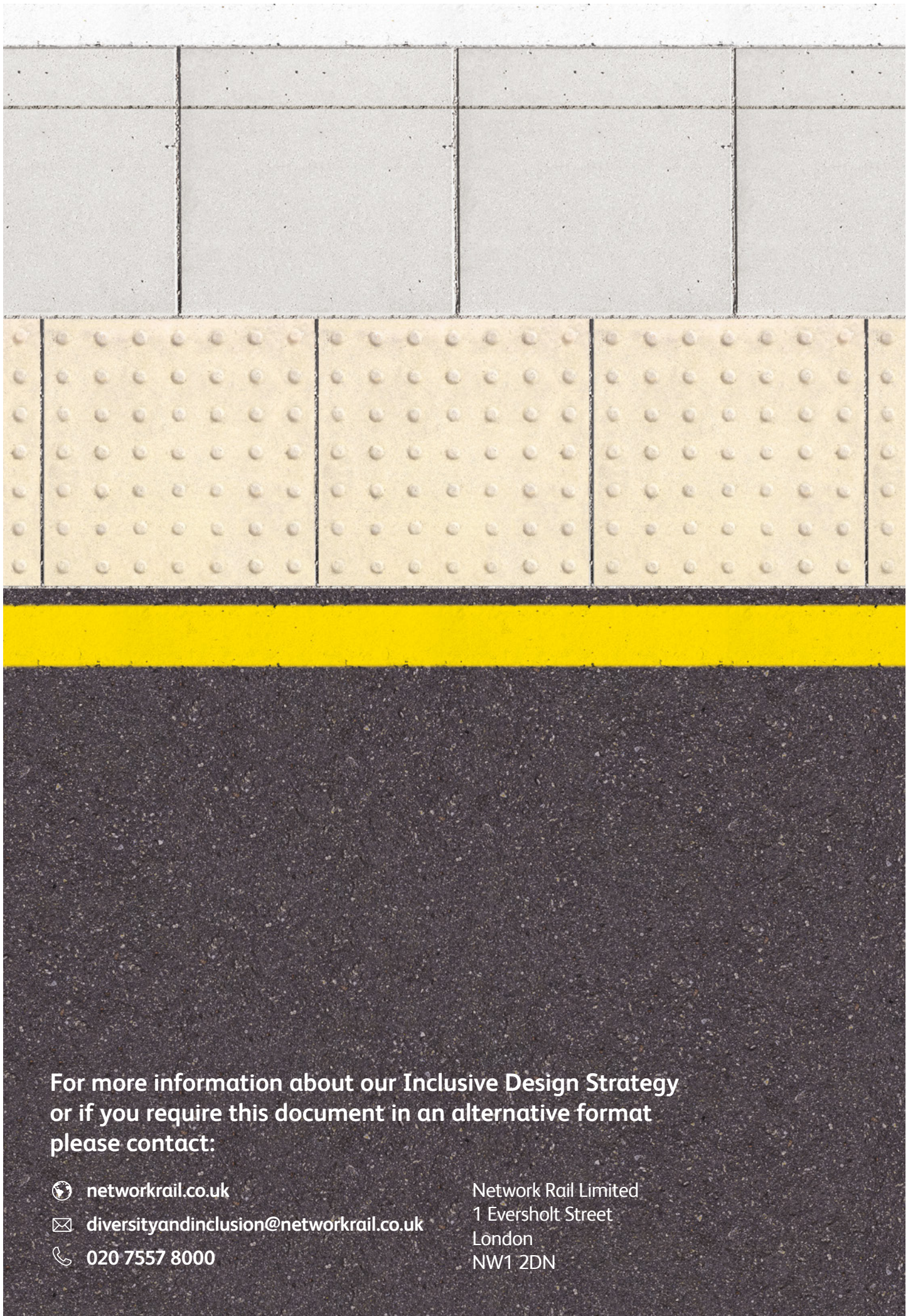


# Appendix 2

## Inclusive Design Action Plan Deliverables







For more information about our Inclusive Design Strategy  
or if you require this document in an alternative format  
please contact:

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