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27 April 2018

Managing Directors  
Passenger and station licence holders

Dear Colleague

## **IMPROVING ASSISTED TRAVEL BY RAIL**

We have published today a summary of responses to our recent consultation on Improving Assisted Travel together with how we intend to take forward the issues identified. I have attached a copy of this document for your information. Thank you for your response to our consultation. As set out below we are also seeking a further reply from you by 21 May.

### **Background**

You will be aware that in November last year ORR published the outcome of three pieces of research designed to improve our understanding of the quality of service given to passengers who use are making use of Assisted Travel services.

This large-scale research provided us with a robust evidence base on which to consult on how Assisted Travel could be improved.

### **Post consultation – the way forward**

The responses to our consultation have reinforced the need for improvements to Assisted Travel in the following three key areas:

- Raising passenger awareness;
- The reliability of Assisted Travel provision; and
- Staff training.

As you will note from our publication today, we will also update the Disabled People's Protection Policy (DPPP) Guidance, which has remained unaltered since publication by the Department for Transport in 2009.

We intend to proactively engage with train and station operators and other stakeholders as we develop our draft proposals in detail. As part of this process we have also created an Assisted Travel Advisory Group comprising representatives from the Rail Delivery Group, delegates from industry groups, disability groups, the Department for Transport, and devolved administrations.

We will publish a consultation on revisions to the guidance by the end of September 2018. It is our intention to publish final guidance by the end of 2018 and for licence holders to submit revised DPPP's in line with the new guidance by 31 March 2019.

### **Your immediate action**

It is important that passengers do not have to wait until the submission of revised DPPP's in 2019 before they see improvements in Assisted Travel services. We know that you are committed to making progress in delivering these.

### **We are therefore asking you to set out:**

**what steps you have taken to make improvements to Assisted Travel in the three key areas since publication of our research; and**

**what further steps you will be taking to make improvements to Assisted Travel in the three key areas over the next six months.**

**We would also welcome information about any other improvements you have made or have planned to help Assisted Travel users.**

### **Next steps**

I shall be grateful if you will reply by 21 May. We will publish this letter, and your response, on the ORR website.

Yours sincerely

**John Larkinson**