

Diversity Impact Assessment

Guidance for completing each section is provided in the [Everyone Guide to Diversity Impact Assessments](#)

Name of policy, programme or project: Stations Operational Equipment –

Ref: 7763 Tender Process for Mobility Solutions at Managed Stations

[Redacted]

[Redacted]

Department: NSC

Document Ref: 7763

Version No: 0.1 draft

Step 1: Clarifying Aims

Q1. What are the aims of this project/piece of work?

This project is a competitive tender exercise led by the National Supply Chain to source a future supplier of Mobility Buggies and Mobile Accessibility Ramps for Network Rail (NR) managed stations.

Potential suppliers will be required to express interest, pass a prequalification questionnaire, demonstrate that they can meet particular standards and then competitively bid for business worth around £80k per annum. The contract will be in place for 5 years with an option to extend for a further 5 years.

Q2. Could this work impact on people? If yes, briefly explain how (considering our duty to promote equality, tackle discrimination and foster good relations between groups).

Yes.

As each station design is unique, each location poses a different accessibility challenge for those in affected groups.

There are two main impacts on people :

- a) Accessing/leaving the platform from the point of arrival at the station to the point of exit or onward journey. A range of potential barriers exist including doorways, stairs, ramps, ticket barriers and the general congestion in the concourse. The stations purchase a mobility buggy to assist customers.
- b) Alighting and boarding the train from the platform. There are a number of different types of rolling stock and platform heights. The stations purchase and use a range of portable ramps to assist customers.

Step 2: The Evidence Base

Q3. Record here the data you have gathered about the diversity of the people potentially impacted by this work e.g. from the 2011 national census or from HR Shared Service. You should also include any research on the issues affecting inclusion in relation to your work.

Consider evidence in relation to all the protected characteristics;

- Disability including Carers¹
- Pregnancy/maternity
- Religion or belief
- Sexual orientation
- Gender reassignment
- Age
- Race
- Gender
- Marriage/Civil Partnership

The Papworth Trust has recently published a study titled Improving Rail Travel for disabled passengers in Britain. Of 800 people surveyed in affected groups who access the railways. The key findings include:

By 2012/13 all rail passengers were making 1.5 billion journeys per year and travelling approximately 36 billion miles. They (*the affected groups*) told us that:

- **While some are able to navigate the less accessible stations, most are not without significant difficulty.**
- **Their experiences are not consistent and vary depending on which stations they use. The variability of services came through strongly in responses from disabled people, and is an important reason why some feel less confident in using trains.**
- **The key factors in their rail travel experiences, aside from the level of accessibility at each station, were how well trained the station staff were, how willing they were to assist and how well information was communicated between and within stations**

At the station

More than a third of people in our survey said they regarded rail travel as 'good' or 'fine' in terms of

¹ Including those with physical, mental and hidden impairments as well as **carers** who provide unpaid care for a friend or family member who due to illness, disability, or a mental health issue cannot cope without their support

accessibility. However over half said they would only use train travel if they had to or avoided trains altogether because they aren't easy to use. The most common reason given for this was that getting on and off the train is difficult.

One of the greatest issues is the variability of service at the station which undermines disabled people's confidence in using rail services. While the service is often very good, being unsure of whether assistance will be there or not puts disabled passengers off train travel.

From our survey, the second most common reason why people choose to avoid train travel or only use it if they have to, is the lack of help from staff.

Several people told us that in many cases the staff at stations, and on board trains, were very helpful. However, not everyone had the same experience. Some people with hidden disabilities reported that their needs are overlooked or ignored. Staff are not always able to recognise and help those who may have autism or dementia, and can misread their disability as simply being 'difficult'.

Step 3: Impact

Q4. Given the evidence listed at step 2, what potentially negative impacts could this work have on people with protected characteristics?

Protected Characteristic		Explain the potential negative impact
<p>Disability e.g. the impact of a new online process on dyslexic staff or the impact of changes in workplace lighting on visually impaired staff</p>	Y	<p>Whilst the train and train operating company will be more likely to accommodate disabled people those same people may find accessibility an issue through a large station concourse containing potential barriers such as doorways, steps, ramps and general congestion.</p> <p>The existing design of some mobility buggies have limited features to support a wide range of disabilities. The existing design of ramp often requires different “lug” fixings for each type of rolling stock.</p>
<p>Age e.g. the impact of changes to long-service benefits on younger and older staff or the impact of a long alternative route to close a level crossing on an older person with a long-term health issues</p>	Y	<p>Older customers are more likely to have a mobility assistance requirement and therefore the same impacts as those for disability may apply.</p>
<p>Pregnancy / maternity e.g. the impact of team relocation on a woman who is on maternity leave or the increase in height of a footbridge over the railway</p>	Y	<p>Pregnancy sometimes means that there may be a mobility requirement and therefore the same impacts as those for disability may apply.</p>
<p>Race e.g. the impact of psychometric testing on the recruitment of people who don't have English as a first language or the gentrification of an area following station redevelopment that makes retail outlets too expensive for local businesses</p>	N	
<p>Religion or belief e.g. the impact of a new expenses policy on meal times or the closure of a level crossing between a community and its place of worship</p>	N	

<p>Gender e.g. the impact of a local decision to adopt arbitrary 'core hours' on women who are more likely managing childcare issues or the impact of changes in parking policies on women who are more likely to start work later due to childcare arrangements</p>	<p>N</p>	
<p>Sexual orientation e.g. the impact of a decision to invite partners to an away day on a gay man who hasn't disclosed his sexual orientation or the secondment of a lesbian member of staff to a project in a country where this would be a risk to life / human rights</p>	<p>N</p>	
<p>Marriage/Civil Partnership e.g. the impact of the extension of private health care to spouses</p>	<p>N</p>	
<p>Gender reassignment e.g. the impact of a decision to publish Oracle gender data on a new intranet staff finder page or the impact of a decision to not let staff use taxis for late night events in high risk areas</p>	<p>N</p>	

Q5. What could you do to ensure your work has a positive impact on diversity and inclusion including by supporting delivery of the [Everyone Strategy](#).

The opportunity is available to review the specifications and features of the current fleet of buggies and accessibility ramps in order to determine whether for this tender better designs can be utilised to minimise the potential impacts.

In the past, this area of spend has not been subject to a significant amount of competition and by carrying out a formal tender exercise, it is more likely that additional suppliers will come forward with differing designs that may meet a wider range of needs that the current supplier base can support.

Step 4: Consultation

Q6. How has consultation with those who share a **protected characteristic informed your work?**

List the groups you have consulted or reference previous relevant consultation? ²	What issues were raised in relation to one or many of the protected characteristics?
<p>██████████ Access and Inclusion Manager, Network Rail Human Resources</p>	<p>██████████ identified the following issues with current buggies -slippery vinyl seats, inappropriate seat depth, step up too large, accommodation of wheelchair. ██████████ has provided some photographs of buggies used at the London 2012 Olympics which are more suitable.</p>
<p>██████████, Senior Architect Asset Management Services has been given details of the tender requirements for review and comment</p>	<p>NR shall include any recommendations from Asset Management Services to amend our specification to assist people with protected characteristics.</p>
<p>Potential Suppliers via a webex prior to commencement of the formal tender process</p>	<p>Any issues raised will be fed into the discussion to agree a specification for the requirement.</p>

Q7. Where relevant, record any consultation you have had with Network Rail teams who are delivering work that might overlap with yours. This will ensure that our solutions are joined up.

In addition to the above, progress on this project is being shared with all NR station managers at the Station Managers Meetings. This contract when awarded will be available for use by all NR managed stations.

² This could include our staff networks, the Built Environment Access Panel, local faith leaders etc.

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Step 5: Informed Decision-Making

Q8. In light of the assessment above, what is your decision?

Please tick one box and provide a rationale (for most DIAs this will be box 1).

1. Change the work to mitigate against potential negative impacts found	Network Rail will amend its specification to take on board comments that can practically assist those in the affected groups whilst continue to meet the operational needs of a particular station.
2. Continue the work because no potential negative impacts found	
3. Justify and continue the work despite negative impacts (please provide justification)	
4. Stop the work because discrimination is unjustifiable and no obvious ways to mitigate	

Step 6: Action Planning

Q9. What specific actions will be taken to deliver positive impacts and address any potentially negative impacts identified at step 3 or through consultation?

Action	By when	By who
Review and agree the specification for mobility buggies and accessibility ramps with station managers and asset management	15 July 2016	[Redacted]
Competitively tender the agreed requirement to encourage competition and innovation	31 October 2016	[Redacted]
Review this DIA	31 December 2016	[Redacted]

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Step 7: Sign off

Name	Position	Signed	Date
DIA Owner [REDACTED]	Procurement Manager		
Superuser ³			
Senior Manager ⁴ [REDACTED]	Head of Commercial FMUSS		

If you don't have a local superuser please send your DIA for quality assurance to DiversityImpactAssessment@networkrail.co.uk

To help us respond more quickly please make sure you have;

1. Sent your DIA as a Word document not a PDF
2. Used this naming convention '**Name of project-Draft DIA**'
3. Used the correct DIA form with no additional pages e.g. 'not for circulation cover-sheets'
4. Included any relevant maps / diagrams needed to understand your project
5. Completed all sections of the DIA in line with guidance and training

Step 8: Publication

Send your final DIAs to DiversityImpactAssessment@networkrail.co.uk. Customer related DIAs will be published on our website.

³ Quality assurance check.

⁴ Sign-off should be by someone who can approve policy, programme or budget changes.