

Accessibility & Inclusion approach

We have a unique opportunity to embed Inclusion into the organisation and Scheme at an early stage and not as an add-on.

Our Inclusion Strategy '**East West Rail for All**' defines our approach to the delivery of Inclusion and accessibility for customers, communities, and stakeholders.

Safe and Secure

Working with design and delivery to deliver an accessible and inclusive built-environment and service offering.

Better for the Customer

Working with the customer strategy team to ensure an inclusive customer experience vision.

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RAIL

Inclusion Strategy 'East West Rail for All'



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Current activity focus

To carry out a coordinated approach to the delivery of Inclusion across EWR organisation and programme, adopting a holistic and whole-life approach

- applying Inclusion across all areas and functions of the organisation
- considering Inclusion throughout all phases of the project (planning and consultation, design, construction, operation)
- integrating Inclusion and understanding interdependencies with Accessibility, Equality and Diversity.

Head of Inclusion role:

Predominantly a customer focused role; ensuring that EWR

- delivers products and services that will meet the needs of our diverse customers
- outcomes are delivered in an inclusive way, accessible to everyone

Access Advisory
Panel set up

Disability Equality
Training roll-out

Accessibility
Research &
outcomes

Internal and external
engagement on the
topic

Inclusive Design Research

Designing inclusively for all customers...




Update on the Accessibility Advisory Panel

Background

Advisory Panel, comprised of **volunteers** from the Oxford – Cambridge region & neighbouring areas.

The Panel will be made of up to eight people. We're looking specifically for people who have lived experience of disability or long-term conditions (pan-impairment).



Join our Accessibility Advisory Panel

We want to build a better and more inclusive railway that works for everyone.

To help us do that, we're setting up an Accessibility Advisory Panel to advise on how we lift the barriers to accessible rail travel and make inclusive decisions with a "critical friend" approach.

If you live in the region between Oxford and Cambridge, or the neighbouring areas, and are also a public transport user with experience of disability or long-term condition – we'd love to hear from you.

We're looking for people who:

- Are willing to give their opinion and express views in a meeting environment
- Have time to prepare for meetings and respond to emails
- Can think from a customer perspective whilst understanding organisational and operational constraints