


From: [REDACTED]
To: [REDACTED]
Date: 14 March 2022 19:03:15

Hey [REDACTED]

As it's an event that impacts customers and/or colleagues, it should go through an equality impact assessment. Have you done one of those - as that'd then answer any accessibility issues as well as wider inclusion 

From:

To:

Date:

17 March 2022 21:38:41

I will also need to complete an Equality Impact for

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: 9 car azuma - Wellness Train Sat 7th May
Date: 18 March 2022 17:12:26
Attachments: [image001.gif](#)
[image001.gif](#)

Yes can we arrange a call Monday pm please

Can we maybe invite [REDACTED] [REDACTED] or discuss with him guidance on the compliances for wheelchairs access as I believe we would be in breach

Many thanks

[REDACTED]

Sent from my iPhone

[REDACTED]
[REDACTED]
t. [REDACTED] [REDACTED] [REDACTED]

On 18 Mar 2022, at 16:49, [REDACTED] wrote:

Hi [REDACTED]

The issues surrounding those carriages which hang off the end of the platform are being taken into consideration. We will aim to make this as accessible as we possibly can.

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Friday, March 18, 2022 12:27 PM
To: [REDACTED]
[REDACTED]
Subject: RE: 9 car azuma - Wellness Train Sat 7th May

From:

To:

Date:

22 March 2022 19:39:49

Hi [REDACTED]

I know you're in the process of doing an EqIA for this wellness train. I'm a bit concerned that it's already planned and advertised and that this process is supposed to be signed off before that happens, so we need to really rapidly get our heads around any potential risks. We have an EqIA group to review the submitted ones from the last few weeks at 15:00 tomorrow (Wednesday) - don't suppose you're available at all between then and 15:45 to just give us some context while we wait for the formal document, as time isn't on our side it sounds like

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: EQIA / Wellness train / reasonable adjustment
Date: 25 March 2022 09:27:56
Attachments: [image317998.gif](#)

Morning [REDACTED]

Thank you again for your and [REDACTED] time at KGX yesterday – a very useful and invaluable impromptu chat following the call with [REDACTED] earlier in the day.

We have had sign-off on the text describing the individual activities onboard although it was agreed between [REDACTED] and I that we should add a line to invite anyone with accessibility to highlight at the booking stage.

Anyone requiring wheelchair access will be booked in Coach M. We agreed yesterday so demonstrate reasonable adjustment and allow anyone booked in a wheelchair space to enjoy the same activities as those taking place elsewhere onboard, we should book duplicate trainers to deliver 1-2-1 sessions.

Happy to discuss in more detail if helpful but conscious of our 13:00 deadline today for the EventBright copy so guidance on the specific text to include is especially appreciated.

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]

We always care about the wellbeing of our colleagues. Our confidential Employee Assistance Programme (EAP) is available 24 hours a day, 7 days a week offering support and advice. To access the service, please call **0800 111 6387** or visit **www.my-eap.com**. You'll need to enter our organisation invite code to register: Inerwell. Once you have registered you can create your own confidential account.



From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: EQIA / Wellness train / reasonable adjustment
Date: 25 March 2022 11:57:18
Attachments: [image001.gif](#)

Hi [REDACTED]

Thanks for this update – good to hear that we have some progress on reasonable adjustments.

I think there are a few outstanding points for me that I really need an answer on before we can go ahead with this, as well as a few risks I want to call out now.

Equality Impact Assessment – we are currently in a position where we are launching the event before an EqIA has been done. This means we have failed to consider our obligations under the public sector section of the Equality Act. If we do receive any challenge, this immediately undermines any ability to defend and is a breach of the law in itself.

Reservations available – you mention in your email below that coach M is now included in the event. How are you doing this? Is coach M part of the event now. If so, how are we making reservations available for non-event passengers who need a wheelchair space on that train? If we don't do this, we are in breach of our license. 10% of all seats on the unit must be unreserved priority seats, even in event carriages. How are you ensuring this is the case?

Activity detail – are you able to share what the activities are? We need to really consider the detail of each one and any potential issues they might have. This should be part of the EqIA.

Trainer competency – Furthermore, as a separate but linked point, how are we reassuring ourselves that the trainers/instructors are competent to train someone who is blind, deaf, on the autism spectrum, etc.? How are we engaging with these suppliers too, are they deemed 'contractors'? We have obligations to deliver training to anyone representing LNER who directly interacts with customers under our license

Retail options – how are we selling these EventBright tickets? If I go into a travel centre can I get them? If I call the contact centre can they offer these? If this is online only then it is a potential Equality Act breach

Non-platformed coaches – we have not formally agreed to releasing coaches off the platform to my knowledge as this would be a deviation from the BAU process that is there to protect customers. Are you aware where we are currently at with this?

Celebrity attendance – My understanding is there is a celebrity in attendance for one of the carriages. If a wheelchair user picks that event and is in a different carriage, will they get to meet the celebrity? How is this planned?

EventBright platform – We have spent a lot of time and money on the accessibility of our platform. How are we reassured about this for EventBrite? If someone doesn't have to buy a separate ticket, do they get disabled persons railcard discount or other discounts? Can we see all the wording to make sure its inclusive? I am keen to work together on how we sort this so feel free to call (I have cleared my diary of calls for the day), but without this being a chartered train some of these challenges are really quite hard to solve...

Thanks

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 25 March 2022 09:28
To: [REDACTED]
Cc: [REDACTED]
Subject: EQIA / Wellness train / reasonable adjustment

Moring [REDACTED]

Thank you again for your and [REDACTED] time at KGX yesterday – a very useful and invaluable impromptu chat following the call with [REDACTED] earlier in the day.

We have had sign-off on the text describing the individual activities onboard although it was agreed between [REDACTED] and I that we should add a line to invite anyone with accessibility to highlight at the

booking stage.

Anyone requiring wheelchair access will be booked in Coach M. We agreed yesterday so demonstrate reasonable adjustment and allow anyone booked in a wheelchair space to enjoy the same activities as those taking place elsewhere onboard, we should book duplicate trainers to deliver 1-2-1 sessions.

Happy to discuss in more detail if helpful but conscious of our 13:00 deadline today for the EventBright copy so guidance on the specific text to include is especially appreciated.

Thank you,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: EQIA / Wellness train / reasonable adjustment
Date: 29 March 2022 09:32:06
Attachments: [image001.gif](#)

Hi [REDACTED]

Hope that you're well.

[REDACTED] is off sick and asked me to check in on the progress of the actions following your meeting on Friday as we're hoping to go live on Thursday

Thanks,

[REDACTED]

[REDACTED]
[REDACTED]

From: [REDACTED]
Date: 25 March 2022 at 11:57:17 GMT
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: EQIA / Wellness train / reasonable adjustment

Hi [REDACTED]

Thanks for this update – good to hear that we have some progress on reasonable adjustments.

I think there are a few outstanding points for me that I really need an answer on before we can go ahead with this, as well as a few risks I want to call out now.

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Reservations available – you mention in your email below that coach M is now included in the event. How are you doing this? Is coach M part of the event now. If so, how are we making reservations available for non-event passengers who need a wheelchair space on that train? If we don't do this, we are in breach of our license. 10% of all seats on the unit must be unreserved priority seats, even in event carriages. How are you ensuring this is the case?

Activity detail – are you able to share what the activities are? We need to really consider the detail of each one and any potential issues they might have. This should be part of the EqlA.

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I am keen to work together on how we sort this so feel free to call (I have cleared my diary of calls for

the day), but without this being a chartered train some of these challenges are really quite hard to solve...

Thanks

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: 25 March 2022 09:28

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: EQIA / Wellness train / reasonable adjustment

Morning [REDACTED]

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Happy to discuss in more detail if helpful but conscious of our 13:00 deadline today for the EventBright copy so guidance on the specific text to include is especially appreciated.

Thank you,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 29 March 2022 15:49:00
Attachments: [EqIA - Short Version - Template \(3\) 1 \(1\) \(002\) c.pdf](#)

Good morning [REDACTED]

I hope you had a good weekend. Apologies this is later than planned. I worked all Friday night and Saturday on Managers Conference. Please find attached completed form – there are a lot of questions I couldn't answer as the information isn't available on SharePoint.

I am out of office today and all day Tuesday but free on Wednesday.

We are having a call with our contractors/facilitators and would be useful if you could attend to talk, thinking next Monday, let me know.

Looking forward to hearing from you.

Best wishes,

[REDACTED]

- walk ups

L - knitting

K first class - celeb

K standard - walk ups

J - macrame & doodling

H - mindfulness & meditation

G - games & puzzles

C - writing/talent (TBC)

B.- James Middleton -health and fitness

A - Origami

From:

To:

Date:

30 March 2022 12:09:02

██████████ and his team meet on Wednesdays to discuss any new submissions - they will be assessing the Equality Impact Assessment I submitted today - they will then feed back with any amends and recommendations. I have suggested a meeting with the facilitators and ██████████ for Monday, I am awaiting a reply.

From: [REDACTED]
To: [REDACTED]
Date: 31 March 2022 14:05:40

ah - no it's fine - just thought we could do EQIA together

From: [REDACTED]
To: [REDACTED]
Subject: EqIA
Date: 06 April 2022 12:01:00
Attachments: [EqIA - Short Version - Template \(3\) 1 - Completed.pdf](#)

Hi [REDACTED]

Completed document – thanks for your help in completing this. I have added my bits to what we completed together. If you would like a seat for your cm please do let me know and I will make the necessary arrangements. Moving forward I am open to a working group to show us what good looks like.

Looks like you may be coming to Lincoln

Thanks for your help this morning

[REDACTED]

Equality Impact Assessment (EqIA)

(Short version)

Project Wellness Train

Document No.	
Completed by	
Department	Communications Department
Completion date	1/4/2022

Please note the space to write in all free format copy boxes are fixed. If you need more space, please use the extra pages at the end of this document.

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Equality Impact Assessment

What is an Equality Impact Assessment (EqIA) and why do we need one?

The EqIA is a tool that promotes fairness and inclusion and must be completed as part of any new program or project within LNER. Discrimination is usually unintended and can often remain undetected and the purpose of the EqIA is to mitigate this.

The EqIA is used to identify and assess potential biases that may occur as a result of an upcoming project and/or business change. This enables bias to be moderated, barriers to be removed, and ensure that certain groups are not inadvertently disadvantaged.

Evaluation Decision

An EqIA is outcome-driven, not process-driven and it is expected that projects may change if they highlight an unfair or disproportionate impact on a certain group. After completing the EqIA there are five possible outcomes;

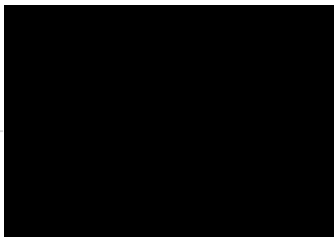
1. **Change the work** to mitigate against potential negative impacts found
2. **Continue the work** because no potential negative impacts found
3. **Justify and continue the work** despite negative impacts (please provide justification)
4. **Complete a more detailed EqIA** if the programme of work is complex/large scale change and requires a more detailed review
5. **Stop the work** because discrimination is unjustifiable and there are no obvious ways to mitigate

Protected Characteristics

The different groups reviewed in the EqIA are outlined in the Equality Act 2010 and are referred to as protected characteristics: these are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

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Document Approval and Sign-off

	Name	Signed	Date
Project Manager (The person completing the EqIA)			01/04/2022
EqIA Review Group (EqIA Review Group Members)			

1. Project Details

Name of the policy, practice, service or function being assessed, give a brief overview of its aims and objectives	Wellness Train - an event based on health and wellbeing with activities aligned to wellbeing in each different carriage
Is it new or existing?	New event
Department or Function responsible	Communications Team
Who has been involved in completing the EqIA	
Date of completion	01/04/2022

2. Impact on different groups

Please see Appendix A. for examples of what could be reviewed relating to the below groups

Specific Group to Consider	Potential impact on these groups, can be both positive and negative, include actions taken to mitigate any negative impact and advance equality, diversity, and inclusion
Age Colleagues and customers of different ages or generations	This is an all inclusive event open to every age range. Any reasonable adjustments will be made to accomodate everyone irrespective of their age.
Disability and/or caring responsibilities Disabled colleagues and customers, including those with mental ill health. Colleagues and customers with caring responsibilities	This is an all inclusive event, we will discuss reasonable adjustments with any customer who alerts us to their specific needs or disability. This
Marriage or in a civil partnership	Fully inclusive
Pregnancy and maternity	All events can safely be undertaken by anyone who is expecting a child or has an infant. Our instructors and staff will be made aware prior to the event. All
Race Colleagues and customers from ethnic backgrounds	Fully inclusive
Religion or belief Colleagues and customers with different religions and/or beliefs	Fully inclusive event, any specific requirements notified in advance i.e. dietary will be accomodated as far as possible.
Sex and Gender Reassignment Cisgender*, transgender and non-binary colleagues and customers *Cisgender is when you identify with sex assigned at birth	Fully inclusive.
Sexual orientation LGBT+ colleagues and customers	Fully inclusive.

3. What could you do to ensure your work has a positive impact on inclusion, including supporting delivery of the LNER Accessibility & Inclusion strategy and/or the LNER Equality, Diversity and Inclusion strategy?

This is an essential element of demonstrating our duties under Public Sector Equality Duty (PSED). We have a legal obligation with every new project to both prevent further discrimination, but also to tackle existing discrimination and further Equality with everything we do. How does your work support this?

In the planning of this event we have worked alongside our Accessibility & Inclusion Manager to ensure that we have, as far as possible, met everyone's needs. It has been recognised that some customers may have to undertake activities in other areas of the train, however, we believe this will not impact their overall experience. In addition to this we have worked closely with our instructors to ensure that they have experience of working with the needs of all disabled people, cultures and religious backgrounds. This includes invisible disabilities i.e. autism, hearing impairment etc. to ensure the event is maintained and a positive experience

4. Evidence and Engagement

Information you are using to analyse the effects on equality

a. What evidence has been used for this assessment?

For example, national statistics, research papers, customer research figures

This project has been developed in line with the LNER Accessibility & Inclusion Strategy and ATP. We can confirm that all necessary checks have been made to verify the integrity of the facilitators/instructors.

b. Who have you engaged and consulted with as part of the assessment?

For example, stakeholder listening sessions, proposal forums, Inclusion Networks/Inclusion Working Groups

LNER Accessibility & Inclusion Manager.

5. After completing this EqlA, what is your decision?

1. Change the work	2. Continue the work	3. Justify and continue the work	4. Complete a more detailed EqlA	5. Stop the work
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Action Planning

Details of further action required. Use the below to highlight the issue/benefit identified, how this will be remediated or introduced and the expected timeframe associated

Impact Identified	Planned Action	Expected Timeframe
Visually Impaired	If any cm onboard has a visual impairment and advises us ahead of the event, we will make any necessary adjustments for	As required
Wheelchair users or those who have mobility issues	If any cm onboard is a wheelchair user or has any mobility issues which means they are unable to sit in the carriage of the specific event	As required
Hearing impairment	If any cm onboard the train for the experience event has a hearing impairment and lets us know in advance we will make any necessary	As required
Invisible disabilities	Discussion with the individual prior to the event to ascertain their individual wants and needs - we will endeavour to meet these	As required
Pregnant customers	For any pregnant cm onboard the experience train we will make adjustments - for example if they struggle to walk long distances to a	As required

7. Monitoring and Review

How will you monitor the impact of your project once it has been put into effect?

Once we have completed our event we will look for feedback from the cm who attended the event, with this information we shall look to implement any changes (where possible) for any future events. In addition to this there will be a full debrief of the event with the Accessibility & Inclusion Manager, Senior Customer Relations Manager and Events Manager to look at lessons learned.

Moving forward for future events these will be discussed within the accessibility forum.

8. Submission

Once you have completed this document and have made an initial decision, please submit it to the EqIA review group at [REDACTED] with any supporting attachments and evidence for approval

Appendix A.

Examples of considerations for an Equality Impact Assessment

Please be aware that these are not extensive – each project will have different considerations and will be project dependent. Below are just a few considerations that could be made for each characteristic to support your reflection when completing the EqIA.

2. Impact on different groups

How could your proposed project potentially affect the different groups – this could be an adverse impact or a benefit

Age Colleagues and customers of different ages or generations	Have generational differences been considered? Are activities accessible for all ages? Have differences in learning and working styles been considered? Is the activity technology dependent? (e.g. are email addresses required?)
Disability and/or caring responsibilities Disabled colleagues and customers, including those with mental ill health. Colleagues and customers with caring responsibilities	Do changes proposed affect visual access – colours used, option to zoom, size of font etc. Have subtitles been considered? Is a space accessible? Can spaces be altered? Is imagery representative? Has flexibility been considered? Have differences in learning styles been considered? Is travel required? Is travel accessible to all? Are there alternative accessibility options?
Marriage or in a civil partnership	What personal details do you need to take? Are titles/relationship indicators necessary?
Pregnancy and maternity	Has flexibility been considered?
Race Colleagues and customers from ethnic backgrounds	Is there representative imagery? Consider the language used – should we provide alternative formats? Have representative demographics been used?
Religion or belief Colleagues and customers with different religions and/or beliefs	Has flexibility been considered? Consider different religious holidays and their dates Have cultural symbols been used? Has exclusionary language been used?
Sex and Gender Reassignment Cisgender*, transgender and non-binary colleagues and customers *Cisgender is when you identify with sex assigned at birth	Is the language used non-gendered? Have inclusive pronouns been used? Have representative demographics been used? Is the project perpetuating stereotypes? What personal details do you need to take? Have titles been used? (Mr, Miss, Mx)
Sexual orientation LGBT+ colleagues and customers	Is there representative imagery? Has inclusive language been used?

**Please use these following pages for sections where you need extra space.
Please make sure you state which step and question this relates to.**

Onboard the Wellness Train we will have Sunflower Ambassadors along with our Senior Customer Relations Manager.

**Please use these following pages for sections where you need extra space.
Please make sure you state which step and question this relates to.**

**Please use these following pages for sections where you need extra space.
Please make sure you state which step and question this relates to.**

From:

■

■

Date:

07 April 2022 15:14:05

Attachments:

[EqIA - Short Version - Template \(3\) 1 - Completed.pdf](#)

<!--[if lte mso 15 || CheckWebRef]--> <!--[endif]-->

This is the third attempt at the EqIA - I am waiting to hear back from ■ - also just to keep you updated, the cm who asked the question about this has been to see ■ to discuss this event.

From: [REDACTED]
To: [REDACTED]
Subject: Wellness Train - Agenda
Date: 07 April 2022 17:34:00

Good afternoon all,

Please find a link to the tracker in Sharepoint for the Wellness Train [REDACTED]

[REDACTED]

Agenda for tomorrow

[REDACTED]

[REDACTED]

[REDACTED]

4. Equality document

[REDACTED]

Please let me know if there is anything else you would like to add to the agenda and I will do so.

Thanks,

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: EqIA - amendments added
Date: 12 April 2022 20:40:00
Attachments: [EqIA - Short Version - Template \(3\) 1 - Completed \(002\) \(002\).pdf](#)

Good afternoon,

Apologies this has taken some time to reach you all – this is the first time that I have had chance to complete this all day. I have amended the bits you advised on [REDACTED] I hope this is correct – looking at my notes I think it is.

I am on AL now but if you call me I will answer and fill in any gaps.

Have a lovely weekend all.

Best wishes,

[REDACTED]

Equality Impact Assessment (EqIA)

(Short version)

Project Wellness Train

Document No.	
Completed by	
Department	Communications Department
Completion date	1/4/2022

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	Name	Signed	Date
Project Manager (The person completing the EqIA)			01/04/2022
EqIA Review Group (EqIA Review Group Members)			

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Who has been involved in completing the EqIA	
Date of completion	01/04/2022

2. Impact on different groups

Please see Appendix A. for examples of what could be reviewed relating to the below groups

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Age Colleagues and customers of different ages or generations	Fully Inclusive - NO RISK
Disability and/or caring responsibilities Disabled colleagues and customers, including those with mental ill health. Colleagues and customers with caring responsibilities	Fully Inclusive - NO RISK
Marriage or in a civil partnership	Fully inclusive - NO RISK
Pregnancy and maternity	Fully Inclusive - NO RISK
Race Colleagues and customers from ethnic backgrounds	Fully inclusive - NO RISK
Religion or belief Colleagues and customers with different religions and/or beliefs	Fully Inclusive -NO RISK
Sex and Gender Reassignment Cisgender*, transgender and non-binary colleagues and customers *Cisgender is when you identify with sex assigned at birth	Fully inclusive - NO RISK
Sexual orientation LGBT+ colleagues and customers	Fully inclusive - NO RISK

3. What could you do to ensure your work has a positive impact on inclusion, including supporting delivery of the LNER Accessibility & Inclusion strategy and/or the LNER Equality, Diversity and Inclusion strategy?

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LNER Accessibility & Inclusion Manager.

5. After completing this EqlA, what is your decision?

1. Change the work	2. Continue the work	3. Justify and continue the work	4. Complete a more detailed EqlA	5. Stop the work
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Action Planning

Details of further action required. Use the below to highlight the issue/benefit identified, how this will be remediated or introduced and the expected timeframe associated

Impact Identified	Planned Action	Expected Timeframe
Visually Impaired	If any cm onboard has a visual impairment and advises us ahead of the event, we will make any necessary adjustments for	As required
Wheelchair users or those who have mobility issues	If any cm onboard is a wheelchair user or has any mobility issues which means they are unable to sit in the carriage of the specific event	As required
Hearing impairment	If any cm onboard the train for the experience event has a hearing impairment and lets us know in advance we will make any necessary	As required
Invisible disabilities	Discussion with the individual prior to the event to ascertain their individual wants and needs - we will endeavour to meet these	As required
Pregnant customers	For any pregnant cm onboard the experience train we will make adjustments - for example if they struggle to walk long distances to a	As required

7. Monitoring and Review

How will you monitor the impact of your project once it has been put into effect?

Once we have completed our event we will look for feedback from the cm who attended the event, with this information we shall look to implement any changes (where possible) for any future events. In addition to this there will be a full debrief of the event with the Accessibility & Inclusion Manager, Senior Customer Relations Manager and Events Manager to look at lessons learned.

Moving forward for future events these will be discussed within the accessibility forum.

8. Submission

Once you have completed this document and have made an initial decision, please submit it to the EqIA review group at EqIA@LNER.co.uk with any supporting attachments and evidence for approval

Appendix A.

Examples of considerations for an Equality Impact Assessment

Please be aware that these are not extensive – each project will have different considerations and will be project dependent. Below are just a few considerations that could be made for each characteristic to support your reflection when completing the EqIA.

2. Impact on different groups

How could your proposed project potentially affect the different groups – this could be an adverse impact or a benefit

Age Colleagues and customers of different ages or generations	Have generational differences been considered? Are activities accessible for all ages? Have differences in learning and working styles been considered? Is the activity technology dependent? (e.g. are email addresses required?)
Disability and/or caring responsibilities Disabled colleagues and customers, including those with mental ill health. Colleagues and customers with caring responsibilities	Do changes proposed affect visual access – colours used, option to zoom, size of font etc. Have subtitles been considered? Is a space accessible? Can spaces be altered? Is imagery representative? Has flexibility been considered? Have differences in learning styles been considered? Is travel required? Is travel accessible to all? Are there alternative accessibility options?
Marriage or in a civil partnership	What personal details do you need to take? Are titles/relationship indicators necessary?
Pregnancy and maternity	Has flexibility been considered?
Race Colleagues and customers from ethnic backgrounds	Is there representative imagery? Consider the language used – should we provide alternative formats? Have representative demographics been used?
Religion or belief Colleagues and customers with different religions and/or beliefs	Has flexibility been considered? Consider different religious holidays and their dates Have cultural symbols been used? Has exclusionary language been used?
Sex and Gender Reassignment Cisgender*, transgender and non-binary colleagues and customers *Cisgender is when you identify with sex assigned at birth	Is the language used non-gendered? Have inclusive pronouns been used? Have representative demographics been used? Is the project perpetuating stereotypes? What personal details do you need to take? Have titles been used? (Mr, Miss, Mx)
Sexual orientation LGBT+ colleagues and customers	Is there representative imagery? Has inclusive language been used?

**Please use these following pages for sections where you need extra space.
Please make sure you state which step and question this relates to.**

Onboard the Wellness Train we will have Sunflower Ambassadors along with our Senior Customer Relations Manager.

This is an event train, therefore there will be no Railcard discounts applied to this event.

The following coaches will have the following activities

M- walk ups

L - knitting

K first class - celeb

K standard - walk ups

J - macrame & doodling

H - mindfulness & meditation

G - games & puzzles

C - writing/talent (TBC)

B.- James Middleton -health and fitness

A - Origami

We will try to make reasonable adjustments to activities if a cm gives us a reasonable time in which to do so. For example if we have a cm who cannot partake in the activity due to being in a wheelchair space/different carriage to where the planned activity is taking place we will give the cm a 1:1 experience.

We have reached out to all of our experts/facilitators to ascertain their experience of dealing with different types of cm, we are planning a call and a briefing session to help support them through this event.

**Please use these following pages for sections where you need extra space.
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**Please use these following pages for sections where you need extra space.
Please make sure you state which step and question this relates to.**

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Wellness Train EqIA
Date: 19 April 2022 17:09:00
Attachments: [EqIA - Short Version - WT final.pdf](#)

Hi [REDACTED]

Please find attached amended EqIA doc. If you have any problems please do contact me.

Best wishes,

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Wellness train EqIA
Date: 21 April 2022 12:13:00
Attachments: [image001.gif](#)

Hi [REDACTED]

This is great, thank you. Good idea too to change the points mentioned on our call. As promised as soon as I have an update on the consolidated carriages I shall advise.

Thanks,

[REDACTED]

From: Equality Impact Assessments [REDACTED]

Sent: 21 April 2022 11:01

To: [REDACTED]

Cc: [REDACTED]

Subject: Wellness train EqIA

Hi [REDACTED]

As discussed, please find attached signed off EqIA.

Kind regards

[REDACTED]

e. [REDACTED]

[REDACTED]



From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Wellness train EqIA
Date: 21 April 2022 11:01:09
Attachments: [image800755.gif](#)
[EqIA-CM_1 Wellness Train.pdf](#)

Hi [REDACTED]
As discussed, please find attached signed off EqIA.
Kind regards
[REDACTED]

e. [REDACTED]



Equality Impact Assessment (EqIA)

(Short version)

Project Wellness Train

Document No.	CM_1
Completed by	
Department	Communications Department
Completion date	1/4/2022

Please note the space to write in all free format copy boxes are fixed. If you need more space, please use the extra pages at the end of this document.

Please be aware that any version of this document and its appendices are subject to the Freedom of Information Act and can be shared at any time upon request. This document may also be shared publicly in response to any query or challenge relating to the project it references.

Equality Impact Assessment

What is an Equality Impact Assessment (EqIA) and why do we need one?

The EqIA is a tool that promotes fairness and inclusion and must be completed as part of any new program or project within LNER. Discrimination is usually unintended and can often remain undetected and the purpose of the EqIA is to mitigate this.

The EqIA is used to identify and assess potential biases that may occur as a result of an upcoming project and/or business change. This enables bias to be moderated, barriers to be removed, and ensure that certain groups are not inadvertently disadvantaged.

Evaluation Decision

An EqIA is outcome-driven, not process-driven and it is expected that projects may change if they highlight an unfair or disproportionate impact on a certain group. After completing the EqIA there are five possible outcomes;

1. **Change the work** to mitigate against potential negative impacts found
2. **Continue the work** because no potential negative impacts found
3. **Justify and continue the work** despite negative impacts (please provide justification)
4. **Complete a more detailed EqIA** if the programme of work is complex/large scale change and requires a more detailed review
5. **Stop the work** because discrimination is unjustifiable and there are no obvious ways to mitigate

Protected Characteristics

The different groups reviewed in the EqIA are outlined in the Equality Act 2010 and are referred to as protected characteristics: these are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

Please be aware that any version of this document and its appendices are subject to the Freedom of Information Act and can be shared at any time upon request. This document may also be shared publicly in response to any query or challenge relating to the project it references.

Document Approval and Sign-off

	Name	Signed	Date
Project Manager (The person completing the EqIA)			19/04/2022
EqIA Review Group (EqIA Review Group Members)			21 APR 2022

1. Project Details

Name of the policy, practice, service or function being assessed, give a brief overview of its aims and objectives	Wellness Train - an event based on health and wellbeing with activities aligned to wellbeing in each different carriage
Is it new or existing?	New event
Department or Function responsible	
Who has been involved in completing the EqIA	
Date of completion	01/04/2022

2. Impact on different groups

Please see Appendix A. for examples of what could be reviewed relating to the below groups

Specific Group to Consider	Potential impact on these groups, can be both positive and negative, include actions taken to mitigate any negative impact and advance equality, diversity, and inclusion
Age Colleagues and customers of different ages or generations	See Appendix for details
Disability and/or caring responsibilities Disabled colleagues and customers, including those with mental ill health. Colleagues and customers with caring responsibilities	See Appendix for details
Marriage or in a civil partnership	No risk identified
Pregnancy and maternity	See Appendix for details
Race Colleagues and customers from ethnic backgrounds	No risk identified
Religion or belief Colleagues and customers with different religions and/or beliefs	No risk identified
Sex and Gender Reassignment Cisgender*, transgender and non-binary colleagues and customers *Cisgender is when you identify with sex assigned at birth	No risk identified
Sexual orientation LGBT+ colleagues and customers	No risk identified

3. What could you do to ensure your work has a positive impact on inclusion, including supporting delivery of the LNER Accessibility & Inclusion strategy and/or the LNER Equality, Diversity and Inclusion strategy?

This is an essential element of demonstrating our duties under Public Sector Equality Duty (PSED). We have a legal obligation with every new project to both prevent further discrimination, but also to tackle existing discrimination and further Equality with everything we do. How does your work support this?

In the planning of this event we have worked alongside our Accessibility & Inclusion Manager to ensure that we have, as far as possible, met everyone's needs. It has been recognised that some customers may have to undertake activities in other areas of the train, however, we believe this will not impact their overall experience. In addition to this we have worked closely with our instructors to ensure that they have experience of working with the needs of all disabled people, cultures and religious backgrounds. This includes invisible disabilities i.e. autism, hearing impairment etc. to ensure the event is maintained and a positive experience

4. Evidence and Engagement

Information you are using to analyse the effects on equality

a. What evidence has been used for this assessment?

For example, national statistics, research papers, customer research figures

This project has been developed in line with the LNER Accessibility & Inclusion Strategy and ATP. We can confirm that all necessary checks have been made to verify the integrity of the facilitators/instructors.

b. Who have you engaged and consulted with as part of the assessment?

For example, stakeholder listening sessions, proposal forums, Inclusion Networks/Inclusion Working Groups

LNER Accessibility & Inclusion Manager.

5. After completing this EqlA, what is your decision?

1. Change the work	2. Continue the work	3. Justify and continue the work	4. Complete a more detailed EqlA	5. Stop the work
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Impact Identified	Planned Action	Expected Timeframe
Visually Impaired	If any customer on board has a visual impairment and advises us ahead of the event, we will make any necessary adjustments for	As required. Guaranteed if customer lets us know 48hrs before but will endeavor to provide even if short notice
Wheelchair users or those who have mobility issues	If any customer on board is a wheelchair user or has any mobility issues which means they are unable to sit in the seat of the specific event	As required. Guaranteed if customer lets us know 48hrs before but will endeavor to provide even if short notice
Hearing impairment	If any customer on board the train for the experience event is hard of hearing and lets us know in advance we will make necessary	As required. Guaranteed if customer lets us know 48hrs before but will endeavor to provide even if short notice
Invisible disabilities	Discussion with the individual prior to the event to ascertain their individual requirements - we will endeavor to meet these where possible	As required. Guaranteed if customer lets us know 48hrs before but will endeavor to provide even if short notice
Pregnant customers	For any pregnant customer on board the experience train we will make adjustments - for example if they struggle to walk, have difficulty	As required. Guaranteed if customer lets us know 48hrs before but will endeavor to provide even if short notice

7. Monitoring and Review

How will you monitor the impact of your project once it has been put into effect?

Once we have completed our event we will look for feedback from the cm who attended the event, with this information we shall look to implement any changes (where possible) for any future events. In addition to this there will be a full debrief of the event with the Accessibility & Inclusion Manager, Senior Customer Relations Manager and Events Manager to look at lessons learned.

Moving forward for future appropriate events these will be discussed within the accessibility forum.

8. Submission

Once you have completed this document and have made an initial decision, please submit it to the EqIA review group at EqIA@LNER.co.uk with any supporting attachments and evidence for approval

Appendix A.

Examples of considerations for an Equality Impact Assessment

Please be aware that these are not extensive – each project will have different considerations and will be project dependent. Below are just a few considerations that could be made for each characteristic to support your reflection when completing the EqIA.

2. Impact on different groups

How could your proposed project potentially affect the different groups – this could be an adverse impact or a benefit

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Sex and Gender Reassignment Cisgender*, transgender and non-binary colleagues and customers *Cisgender is when you identify with sex assigned at birth	Is the language used non-gendered? Have inclusive pronouns been used? Have representative demographics been used? Is the project perpetuating stereotypes? What personal details do you need to take? Have titles been used? (Mr, Miss, Mx)
Sexual orientation LGBT+ colleagues and customers	Is there representative imagery? Has inclusive language been used?

Please use these following pages for sections where you need extra space. Please make sure you state which step and question this relates to.

Onboard the Wellness Train we will have Sunflower Ambassadors along with our Senior Customer Relations Manager.

In the action planning section of this document we have identified mitigations for customers who are pregnant and customers who may be disabled.

This is an event train, therefore there will be no Railcard discounts applied to this event.

Extra staff will also be available to support colleagues in finding their seats, helping with luggage and assisting in any way as needed. Discussions have also been held with the Stations Management team to mitigate any potential and or unforeseen challenges around the boarding process, particularly as Lincoln Station itself is normally served by a 5-car train. For the event, that has been extended to a 9-car service. Whilst this is positive for the event itself, it does mean that customers may be required to walk several carriages to find their seat. This is a sub-optimal solution, but there is mitigation in place, particularly with the support of additional colleagues on the service to support customers with their luggage and to ease any anxiety in dealing with a different length train than normal.

There are a variety of different activities on the service. This in itself is demonstrative of the inclusivity of the event. Whilst customers may not particularly wish to partake in one activity, they certainly have several alternatives that they could participate in, and equally, for those travelling with no intention to partake in the events, there are ample spaces on the service for them to abstain from the activities.

A key benefit of swapping a what would normally be a 5-car service with a 9-car train is clearly the additional capacity that this brings. However, this also results in a position where there are 4 wheelchair spaces and not 2 which would normally be the case. Given that Lincoln station itself would not support using Carriage A of a 9-car train for wheelchair spaces (due to a short platform), any customers wishing to travel to and disembark at Lincoln, in a wheelchair space can do so as they normally would. Similarly, anyone wishing to participate in the event whilst in a wheelchair in a wheelchair space, can do so from Coach M. Coach A, whilst inaccessible to Lincoln Station itself, will remain open for bookings by wheelchair users (as per usual) where the train would now be platformed (e.g. KGX-PBO). The spaces in Coach A, which are additional to the normal capacity provided, will not be used for anything - other than for wheelchairs, where the occupant would be travelling to and from a fully platformed station.

The following activities will be taking place: knitting, celebrity guest, macrame & doodling, mindfulness & meditation, games & puzzles, writing/talent (TBC), James Middleton health and fitness Q&A and Origami. The coaches in which these events take place are subject to change up until the day of the event subject to the number of sales. We will maintain coach A and coach M as walk-up coaches regardless, making sure the wheelchair spaces are available.

We will make reasonable adjustments to activities as required by customers and have the opportunity for them to notify us in advance so these arrangements can be made. For example if we have a customer who cannot partake in the activity due to being in a wheelchair space/different carriage to where the planned activity is taking place we will give

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