

# Young Person's Train Guide

## Resource Pack



*Inspiring consumer confidence*

# Overview

Since the establishment of the first UK Rail Ombudsman in 2018, young people's lack of knowledge of rail travel, how to optimise it and their responsibilities and obligations to achieve safe passage, has been evident.

Whilst the Rail Ombudsman acknowledges that this issue is not confined solely to young people of school age, this project is based on some specific case-study examples in which the lack of experience or knowledge of the sector is apparent. Their experience of the industry is negatively impacted, confidence is knocked, and parents, guardians and families' reactions have long term industry repercussions.

This resource seeks to target these specific scenarios and furthermore, to consider the vulnerabilities of an uninformed young rail passenger population, taking action to remedy this.

Through collaboration with the industry and key stakeholders, a key remit of the Rail Ombudsman is to recommend solutions to prevent future complaints. This also serves to increase confidence of young people and their parents and families.

## Context

A complaint was brought to the Rail Ombudsman regarding an incident between a Rail Service Provider (RSP) ticket inspector and rail passenger in which the passenger was accused of fare evading. The passenger was a female teenager, travelling alone.

The passenger's mother contacted the Rail Ombudsman as she was concerned about the incident and the way in which the passenger obligations were explained to her daughter.

The Rail Ombudsman felt it was appropriate that a telephone call be arranged between the passenger, her mother and the RSP with the intention that the RSP explains the role of the revenue protection officers and the necessity of the byelaws. Furthermore, we recommended that the RSP develop literature aimed at young people, explaining the importance of ticket inspections, being vigilant whilst using the railways and providing a user-friendly explanation of the byelaws. The full case study can be found on page 10 of the Rail Ombudsman's 2019 Annual Review - <https://bit.ly/3tkGJgB>.

Following this case, we believed there was an opportunity to widen this piece of work, highlighting to the next generation of rail users the importance of the byelaws that govern our railways and how we can keep ourselves and those around us safe at all times.

The Rail Ombudsman suggested the production of a series of teacher-led worksheets, competitions and blog style content for young adults who have recently started taking public transport such as trains by themselves.

# Examples of types of activity

## Making the railway byelaws work for you; an educational resource



### Intended Audience:

Schools  
Parents  
Youth Groups  
Engaged Individuals

### The Legal Stuff...

#### What is a byelaw?

A byelaw is a legal rule made by a community to regulate activity amongst its users. The Railway Byelaws regulate use and conduct of people using the railways.

### **Railway byelaws**

*Britain's railway byelaws cover trains, track and stations across the country. Thousands of trains use as many stations throughout the day and night. To ensure ease of travel and safety on the railway system, including passengers, staff, property and equipment, the byelaws need to be observed by everyone*

### Why is this important?

The byelaws contain rules that you agree to when you enter a station or board a train and this means that the rail companies are able to enforce them.

For the safety and comfort of all rail users, the byelaws have to be observed by everyone.

This means that there are rules to ensure your safety, such as where you are allowed to be and when (such as the platform) and where you are not (the track!).

There are also rules about comfort so you may be asked to turn your music down or turn your phone off or to silent in certain "quiet carriages".

### Rules relating to your ticket

There are many different ticket types and it is your responsibility to make sure you have the right ticket for your journey. If you are under 16, you can buy a "child's fare" and this will have to cover all of your journey. The rail companies have the right to check this and if you are asked to produce a ticket, or a rail card, you will have to do so.

But there are also rules about how this works and what happens if you can't...

### Tickets explained

The byelaws contain information about travel and fares explaining what a ticket is and, in certain circumstances, what other documentation you may be required to show alongside it, such as a railcard, photo, identity card or other travel documents. You must always travel with a valid ticket and if you are not sure, check at the ticket office before getting on the train.

### When might you be asked to purchase a new ticket?

If you have an incorrect ticket for your journey, you might be asked to buy a new one or pay the difference if it is a more expensive ticket.

This could be a ticket that is not valid on that train or with that train operating company, or you could be traveling at the wrong time of day, for example during 'peak' time for an 'off peak' ticket.

The rules relating to 'peak' and 'off-peak' can change and you should check with the train operator to make sure you understand when you can travel with an 'off-peak' ticket or when you might have to have an 'on-peak' ticket.

The National Rail 'My Ticket' tool tool has been designed to give customers the clearest information possible. You can find out more here - <https://bit.ly/3tgEqeh>



## What is a penalty fare?

Penalty fares are used to protect the rail network from people who travel without a valid ticket.

Penalty Fare Notices may be issued if you:

- travel without a valid ticket;
- are unable to produce an appropriate Railcard on a discounted ticket;
- travel in First Class accommodation with a Standard class ticket;
- are aged 16 or over, traveling on a child rate ticket;
- travel beyond the destination on your ticket.

A penalty fare is currently £20 or 2x the amount of the single fare from the station you boarded to your destination, or the station that you left the train, whichever is higher.

## What is an unpaid fare notice?

An unpaid fare notice might be issued if you are traveling with the wrong ticket and you can't afford to pay for the right ticket there and then. If you don't pay it, this can still lead to a criminal prosecution, just as with a penalty fare.

**There are published processes for you to follow and you should make sure you understand these and tell a responsible adult such as parent or teacher who can help you sort things out with the train company.**

## What you need to do

Buy a ticket for the whole of your journey

If you have a season ticket, make sure you have this with you – keep a photograph of it on your phone, just in case you lose it. Remember, this won't replace the ticket a ticket inspector will at least know you have a valid ticket and will tell you what to do next.

If you have a railcard or ticket on your phone, make sure your phone is charged so that you can produce it – many trains have charging points on them.

Don't panic – if a member of staff from the train company asks to check your ticket and you can't find it, be honest with them and remember they are there to help.

Give your name and address if asked – the train company have a right to ask you for this - and giving an incorrect address will not help them to help you (and may make matters worse).

If you are issued a penalty fare or an unpaid fare notice, don't ignore it – there are time limits to paying and appealing it and the quicker you act, the better.

## **What the train company must do**

Provide information about how to buy a ticket and which is the right ticket – if in doubt; just ask them.

Provide you with the facilities to purchase a ticket.

Train their staff as to the best way to enforce what the rail companies call “revenue protection” and when they can exercise discretion – for example they may charge you an ordinary fare instead of a penalty fare, but this is up to them.

All of the train company's staff must carry valid ID.

They must clearly explain what action they are taking and why – don't be afraid to ask.

## **Working Together**

Make sure you give the right information to the train company – many issues can be sorted out very quickly, especially if you have made a genuine mistake.

## **Other Relevant Advice - Check Before You Travel**

Timetables can change, even up to the date of travel, Train companies must publish amended timetables in advance, when possible, or provide details of changes so that you can plan your journey. However, you need to be aware that timetable changes and cancellations can happen and check that your ticket is valid on any alternative service. If in doubt, ask a member of staff from the train companies.





## Activities

### Under 14s

#### Design a Poster: Ticket to ride

##### Using the information in the 'Tickets Explained' section:

- What are the rules when buying tickets?
- Why might I have to pay for a new ticket or receive a penalty fare?
- What do I need to do?

#### Wordsearch

-	W	S	I	H	O	P	A	R	A	O	Y	Q	K	G	F	C	T	Q	D	M	Q	W	N	L
-	I	Y	A	C	R	C	L	E	U	P	H	V	G	E	B	R	V	G	Q	T	S	M	W	P
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-	S	W	N	L	L	J	L	O	T	Y	E	G	M	K	T	W	W	L	B	T	R	F	F	P
-	S	D	T	T	Y	Z	B	T	I	B	V	N	P	W	A	C	T	Q	W	V	Y	Y	D	B
-	E	W	Y	Y	Z	X	M	E	C	Q	H	I	K	W	B	J	V	P	T	H	T	O	Y	N
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-	A	I	T	U	S	D	Q	O	B	U	R	V	Q	Z	K	G	I	Z	K	X	Z	A	U	N
-	S	I	J	E	W	U	N	N	A	K	H	T	X	H	V	T	D	L	J	D	S	M	X	A
-	T	C	R	H	A	P	W	O	R	D	G	E	Y	I	I	K	T	C	W	B	S	H	D	M
-	H	X	W	N	L	K	N	F	R	Z	J	K	J	L	W	C	R	S	X	K	Q	T	K	O
-	E	E	G	E	E	R	K	F	I	I	A	C	E	A	E	Y	O	J	U	G	B	F	V	U
-	C	X	F	L	Y	N	C	I	E	U	F	I	F	W	O	F	F	T	O	X	P	N	S	E
-	C	O	X	F	B	O	M	C	R	M	M	T	S	G	Z	H	M	K	N	E	Z	T	C	S
-	F	F	Z	Z	U	L	P	E	B	E	W	Z	G	S	C	A	O	K	G	J	H	E	V	Q
-	D	G	P	G	H	A	X	R	A	J	P	M	K	T	Q	F	C	Z	M	O	L	F	H	E

The rules that govern your use of the railways are called...

You may be asked for proof of your ticket by a...

You should not travel without a valid...

Not all stations have these...

The rules are designed to protect your...

If asked you are required to provide your name &...

Remember, other passengers are entitled to travel in...

You can purchase your ticket at a travel centre or a...

You may be asked to turn down any loud...

You can be asked to leave a train or station if your behaviour is...

## Under 16s

### The rules:

- What rule would you like to see included in the byelaws that would make your journey safer and more comfortable? How would you try to change the rule?

**Quiz:** With a copy of the byelaws to hand, answer the following questions - <https://www.gov.uk/government/publications/railway-byelaws>



1. If I am asked to queue, I should do so, joining the back of any queue that has already formed – what byelaw number is this?
2. Name three types of unacceptable behaviour.
3. If someone approaches me and asks if I want to buy something from them, are they allowed to do that?
4. If someone is smoking or drunk in my carriage, which byelaws might they be breaching?
5. Which byelaw prevents me from opening the door while the train is moving?
6. Name three things that I need to think about if I want to travel with an animal.
7. Which byelaw states that I have to hand over my ticket for inspection?
8. Why can't I sit in first class with a standard class ticket, even if they are the only available seats?
9. What are three things that could happen if I am found without a valid ticket?
10. Which byelaw covers the use of bicycles on a station?



## In the news:

Write a newspaper article or blog about an incident that has happened on a train. It can be something you have witnessed; something that has happened to you or something that would worry you if it did happen.



## All Ages

### Role Play:

Scenario 1: I have left my season ticket at home and boarded the train at an unmanned station.

Scenario 2: My mum washed my blazer and my ticket was in the pocket; now it is illegible.

Scenario 3: My phone has no charge and my railcard is on it.

Scenario 4: I don't have enough cash to pay for the new ticket or penalty charge right now.

Scenario 5: I feel scared – should I disembark at the next station and run away or hide in the toilet?

## Byelaws Fact Sheet #1

### Travel & Fares

There are many different tickets available for travel and each train company has its own rules that are explained in its **Passenger Charter** (for example Great Western RailWay <https://www.gwr.com/about-gwr/our-business/passengers-charter>). You should also be aware of the National Rail Conditions of Travel <https://bit.ly/3srHqVU> that contain general rules that apply to your journey with every train company.

## **Dos & Don'ts**

**Don't** travel on a train or enter onto a platform without a valid ticket\*. Sometimes you can buy a ticket on the train, but you should check first, just to make sure.

**Do** hand over your ticket when asked – the train companies' staff have every right to ask to see it.

**Do** sit where your ticket is valid – if you have a standard class ticket, you are not allowed to sit in first class (even if that is the only place seats are available).

**Don't** buy a ticket from a stranger - there are very strict rules about altering tickets or buying them from people who are not allowed to sell them to you – you should purchase your ticket from a Ticket Vending Machine, from a Travel Centre at a station or online. You should not hand your unused ticket to someone else to let them travel on it.

If you are asked to show your ticket, the train companies' staff should have valid identification, so check this if you are unsure.

You might be asked to provide your name and address – the train company has a right to see this if they think you do not have the correct ticket, but they have to tell you why they believe you have breached the byelaws.

\*There are specific areas where penalty fares can be given out and you are not allowed in any of those areas without a valid ticket. Alternatively, if there is nowhere to buy a ticket because, for example, the ticket machine is out of order and the station is not staffed, you may have a permit to travel. If there are no notices about penalty fares, generally you should still not get on a train without a valid ticket.

## **Byelaws Fact Sheet #2**

### **Safety on the Railways**

#### **Equipment and safety**

*Safety is paramount to the running of all railway services. The byelaws are very clear on matters of safety – and this protects equipment and property, as well as users and staff.*

At a railway station you are only allowed in certain areas and there are very strict rules that are there for your own safety. This includes the obvious one such as the yellow line at the platform edge, but there are other rules that you may not be aware of:

## **DOS & DON'TS AT THE STATION**

**Don't** bring dangerous items into the station or onto the train.

**Don't** go the wrong way up or down an escalator.

**Do** pass through the ticket barriers.

**Don't** open any barriers, doors or gates unless there is a notice to say you can (for example a waiting room).

**Don't** use an emergency exit, unless you are told to by the train company's staff or the British Transport Police.

**Don't** misuse escalators or lifts.

## **DOS & DON'TS ON THE TRAIN**

**Do** allow people off first – it's polite and it's in the byelaws.

**Don't** attempt to open a door or leave a train while it is moving or between stations.

**Don't** try to enter or leave the train while the door is opening or closing – go to the next station and explain what happened.

**Don't** use emergency equipment unless it really is needed.

**Don't** drop or throw anything onto the tracks.

**Do** follow safety instructions given by train company staff or the British Transport Police.

## ***Byelaws Fact Sheet #3***

### **Unacceptable Behaviour**

#### ***Conduct and behaviour***

*Some practices can be generally unpleasant, or can be dangerous to yourselves and others. To make travelling more comfortable and safer, unacceptable behaviour is banned on the railways.*

**It is important that you understand what the byelaws expect of you as enforcement action can result in your removal from the railways and can even result in criminal investigation.**

**Here are some things that you might be asked to do whilst in and around the station or on the train:**

- **Join a queue** – either to buy a ticket or access a busy platform
- **Leave a train or waiting room** - if your clothing is dirty and could damage property such as seats or another person's clothes.
- **Turn down your music** – you are also not allowed to sing or play an instrument without permission.
- **Fold or remove a bicycle** – there are specific rules about when you can travel with your bike in each Passenger Charter and in some cases, you might need to book!
- **Take your feet off the seats.**

**There is also a list of “Don’ts” that count as unacceptable behaviour, such as:**

- Using threatening and abusive behaviour
- Writing or drawing on railway property
- Damaging or removing anything
- Spitting
- Dropping or leaving litter
- Affect anyone else's comfort or convenience



**Your responsibility to others**

The byelaws contain provisions about the way in which your behaviour could impact the safety and comfort of others.

For example, in addition to the requirement not to use any threatening, abusive, obscene or offensive language on the railway, the byelaws also state that no person shall molest or willfully interfere with the comfort or convenience of any person on the railway.

You should also respect seating which is designated as Priority Seating for older or disabled people and pregnant women and ensure your bags are not blocking areas that are reserved for wheelchair users.

**Activity Answers**

- Scenario 1: see byelaws 17, 18 and 24 & Tickets Explained/Fact Sheet # 1
- Scenario 2: see byelaws 17, 18, 20 and 24 and National Rail Conditions of Travel
- Scenario 3: see byelaws 17, 18 and 24 Tickets Explained – what you need to do
- Scenario 4: see Unpaid Fare Notices and Tickets Explained – what you need to do
- Scenario 5: See Tickets Explained – what you need to do and Byelaw 23/Fact Sheet # 1

**Role Play:**

- 10. Byelaw 14
- 9. Byelaw 24
- 8. Byelaw 19
- 7. Byelaw 17 (2)
- 6. Byelaw 16
- 5. Byelaw 11
- 4. Byelaws 3 & 4
- 3. Byelaw 7 (2) & 21
- 2. Byelaw 6
- 1. Byelaw 1 (2)

**Quiz:**

- 10. Unacceptable
- 9. Music
- 8. Ticket vending machine
- 7. Comfort
- 6. Address
- 5. Safety
- 4. Automatic ticket barrier
- 3. Ticket
- 2. Revenue protection office
- 1. Byelaws

**Wordsarch:**



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