



Requirements Document

Ramp Safety Inspection

Programme Information

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1. Introduction

This Requirements Document captures the project requirements and ensures that they meet the expectations of the stakeholders. It helps understand what is needed to produce the desired result of the project or the final product. Moreover, the requirements also help the project team plan on how they should implement the quality control for the project.

Great Western Railway covers 1,360 miles of track and directly manages 197 stations as well as provides assistance at 2 Network Rail stations. We are committed to ensuring all customers have access to our services. As such we provide ramps for boarding customers whose age or ability may make boarding or alighting more challenging.

2. Scope

We require a supplier to maintain and inspect the boarding ramps currently located at stations across the GWR network.

The scope of the maintenance and inspection service will include.

- Safety inspections in line with the Functional Requirements and Non-Functional Requirements below in sections 5 and 6
- All inspections to be carried out by suitable qualified personnel
- All ramps must be inspected twice a year.
- Replacement of parts if required
- Replacement of whole ramps if they fail an inspection.
- Adhoc ramp repairs – repair of ramps between inspection dates at request of GWR

The scope includes all ramps based at GWR Managed Stations (see Appendix 6) but EXCLUDES onboard ramps (these are maintained and inspected as part of our existing regular maintenance program). Please note that the number of ramps could be increased / decreased during the contract period at GWR's discretion.

3. Constraints

Under the new Service Quality Excellence ("SQE") regime GWR has a requirement to replace faulty ramps within 48 hours.

We're currently only able to replace a ramp within 4-6 weeks from the point of failure.

We will have formal targets under the SQE regime from December 2022

4. Critical Success Factors

- All ramps will be inspected twice a year
- All ramps will have a safety inspection label stating it has been inspected
- Ramps which fail an inspection will be replaced within 48 hours.
- All access to GWR sites must comply with Appendix 1 and 2

5. Functional Requirements

ID Ref	Functional Requirement Area	Functional Requirement Detail
F1	Inspections	Inspections must include an overall usability inspection, inspection of the handle, hinges, locking devices (to keep the ramp together during transportation), grip testing and pin inspection.
F2	Ramp repairs	All replacement ramps must comply with PRM NTSN (legislation governing Persons of Reduced Mobility, that has some specifics around ramps).
F3	Replacement Ramps	All replacement ramps must comply with PRM NTSN (legislation governing Persons of Reduced Mobility, that has some specifics around ramps). The replacement should be like for like, a ramp for use on the same rolling stock.
F4		
F5		
F6		
F7		
F8		

6. Non-Functional Requirements

ID Ref	Non-Functional Requirement Name
NF1	All ramps must be inspected twice a year in line with the Functional Requirements.
NF2	If a ramp fails an inspection, it should be repaired if possible
NF3	If a repair is not possible, authorization should be sought from GWR to provide a replacement ramp and it should be replaced within 48 hours from inspection
NF4	An electronic register of ramps must be maintained, which includes a unique reference to each ramp, the name of the inspector, its location, the date of last inspection, the date of next inspection and a full history of inspections and actions taken to repair and/or its age if replaced.
NF5	Maintain a stock of replacement parts and new ramps to be able to meet the 48-hour SOE requirement
NF6	If a repair is needed between inspections, GWR can request it is repaired and costs associated paid additionally
NF7	
NF8	

7. Appendix

Appendix 1

SMS-1200-40 Site Access Authority Application

Appendix 2

SMS-1200-00 Control of Contractors

Appendix 3

GWR Sustainability Statement

Appendix 4

First Group Supplier Code of Conduct

Appendix 5

Ramp Register

Appendix 6

GWR Managed Stations

Documents are listed in section 11 of the questionnaire on Wax Digital