

Marcus Clements

Head of Consumer Policy
Directorate of Railway Markets & Economics



Email:

08 December 2017

Jan Chaudhry-van de Velde
Managing Director
West Midlands Trains Ltd
[by email]

Dear Jan

Approval of West Midlands Trains Limited Disabled People's Protection Policy (Condition 5 of your Station Licence and GB Statement of National Regulatory Provisions: Passenger)

Thank you for submitting your Disabled People's Protection Policy (DPPP) documents for approval. A copy of your approved DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

I confirm that we have reviewed your DPPP against the 2009 Guidance "How to write your Disabled People's Protection Policy: A guide for Train and Station Operators" (the guidance) and can confirm that your DPPP meets the requirements of Condition 5 of your station licence and GB Statement of National Regulatory Provisions: Passenger (SNRP).

We welcome and highlight in particular the following passenger benefits you have committed to:

- Providing booked assistance onto and off the train at any station during the scheduled hours of service to and from that station, and ensuring that details of these times are available on Knowledgebase; this means that passengers will always be able to use the most convenient station under the Passenger Assist scheme;
- The Cab&Go service you intend to commence to and from 40 of your stations from April 2019, providing wheelchair accessible vehicles upon request at one hour's notice, either online or via a smartphone app; and
- Monitoring and evaluating the service you provide, including the establishment of a Stakeholder Equality Group to review your progress on accessibility, and ensuring your Online Panel, your mystery shopping programme and 'Customer shadowing' scheme all take into account the needs of passengers requiring assistance.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the guidance and transparent for customers. This has included ensuring passengers are aware of which trains have audio-visual information on-board, clarifying how the 'Turn Up and Go' service will be provided and what passengers can expect as unstaffed stations, and securing more visibility of how and when your planned initiatives will be

delivered. We also sought views on your policies from Transport Focus and the Disabled Persons Transport Advisory Committee (DPTAC).

There are areas where, during this process, you indicated that you would provide updated information at a future date, once an audit of current facilities, services and training had taken place following commencement of the new franchise:

- Timescales for the delivery of the station improvements referred to in section 4.2 of the 'Making Rail Accessible – A Guide to Policies and Procedures' document, to be submitted within a year of franchise commencement; and
- More detail on the staff training to be provided in the annual review of the DPPP, following a review of the arrangements you inherit.

Finally, please note that we expect all supporting information, such as that provided on your website and on your trains, to be consistent with the information provided in your DPPP.

Yours sincerely

Marcus Clements

Making rail accessible

**Guide to policies
and practices**



West
Midlands
Railway



Northwestern
Railway

Operated by West Midlands Railway

Table of contents

1. Our Strategy	1
2. Management arrangements	3
3. Monitoring and evaluation	4
4. Access improvements	5
4.1 Rolling stock	5
4.2 Stations	8
5. Working with others	9
6. Staff training	10
7. Emergency procedures	11
7.1 Assistance during emergencies	11
7.2 Stations	11
7.3 Trains	12
7.4 Pre-planned replacement bus services	12
8. Communications strategy	13
8.1 Telephone	13
8.2 Websites	13
8.3 Signage	13
9. Car parking	14

1. Our Strategy

West Midlands Trains is part of Abellio Transport Holdings which operates Greater Anglia, ScotRail and Merseyrail train services, bus services in London, along with transport operations in Germany, Netherlands and the Czech Republic. All our companies operate within the same management framework known as the Abellio Way, which sets out how we deliver our operations to passengers and stakeholders. West Midlands Trains (WMT) is responsible for running both the West Midlands Railway (WMR) and the London Northwestern Railway (LNR) services. We have one website to explain, in the early stage of the franchise, who WMT is. We also have two distinct websites; one for WMR and one for LNR passengers. Each website will have details of station and train facilities operated by WMT.

We will be establishing an Online Customer Panel, for quantitative research, qualitative focus groups and Customer Shadowing Workshops throughout the 9-year franchise. These are designed to demonstrate our commitment to a cycle of continuous improvement and ensure we have the passenger at the heart of our thinking.

We will also establish a Stakeholder Equality Group made up of disabled user groups and accessibility organisations, to evaluate our performance and agree targets for us. We are committed to working with the Department for Transport (DfT), the Office Rail and Road (ORR), Network Rail, Transport Focus, London TravelWatch, Disabled Persons Transport Advisory Committee, Transport for London, Local Authorities, industry partners and other stakeholders to deliver further improvements to accessibility and facilities for our passengers.

We have developed this document as part of our Disabled People's Protection Policy (DPPP) to set out the procedures and policies in place to help older and disabled passengers and other passengers requiring assistance. It reflects the guidance set out in the DfT document, 'How to write your Disabled People's Protection Policy: A guide for Train and Station Operators' (2009). Consequently this policy document should be read in conjunction with our passenger document 'Making rail accessible: Helping older and disabled passengers'.

The document also sets out our approach to meeting the requirements of the DfT's current 'Design Standards for Accessible Railway Stations: A Code of Practice', the Equality Act 2010, the Rail Vehicle Accessibility Regulations 1998 (RVAR), and the Technical Specification on Interoperability: Persons with Reduced Mobility (PRM-TSI).

We recognise the broad range of our passengers who require assistance. We are committed to making the best practicable and effective provision to meet their requirements and continue to improve the services and facilities for older and disabled passengers. This approach applies to:

- ◆ Disabled people
- ◆ People with health conditions
- ◆ Older people;
- ◆ Those accompanying children in pushchairs; and
- ◆ Passengers requiring assistance with luggage.



We recognise that all passengers will benefit from changes to make the railway more accessible and our aim is to make continuous improvements to the accessibility of our services and stations for all of our passengers.

We will operate, publicise and support the Passenger Assist system and the supporting station facilities information held on the National Rail Enquiries website.

At each of our staffed stations you can obtain a copy of our 'Making rail accessible: helping older and disabled passengers' booklet and those of other operators serving the station. A copy of each part of our DPPP can also be obtained free of charge on request from our Contact Centre or found on our website. Both are also available in printed copy, large print, audio formats and easy read. We will send the copy in the format requested within 7 days of the request.

We proudly took responsibility for running this franchise in December 2017. We commissioned an independent audit to understand passengers' needs and expectations which has influenced our plans to invest in and improve accessibility in the short, medium and long term, including:

- ◆ Auditing all our stations and trains to an agreed frequency each year
- ◆ Significant investment and upgrade works at stations (see Section 4)
- ◆ Exploring innovative developments in the flexibility of booking assistance and wider services on offer
- ◆ Creating the role of a new Accessibility and Inclusion Manager to provide a dedicated strategic focus
- ◆ Establishing a new Stakeholder Equality Group with wider inclusion objectives

2. Management arrangements

The management arrangements are designed to ensure that positive approaches to meeting the needs of disabled passengers are an integral part of our business activities.

Our DPPP is approved by our Board of Directors and endorsed and supported by the Managing Director and Executive Management team.

The Commercial Director has executive responsibility for our DPPP and will ensure that it is integrated into business plans and incorporated at the planning stage of all major projects. The Commercial Director will also ensure that the requirements of disabled people are represented and that briefings are cascaded throughout the business as appropriate. Our management teams have responsibility for the implementation and delivery of the day to day elements of customer service, including this policy.

All of our directors, managers and staff, including new entrants, who deal with passengers, receive appropriate disability equality training commensurate with the role they play in supporting passengers directly or developing accessibility in the organisation. This includes all staff and managers that design or manage the upgrade and modification of our facilities and services.

In our recruitment and selection process we seek to identify staff committed to the principles of customer service. We provide them with the understanding, knowledge and the appropriate skills to enable individual members of staff, whatever their duties, to meet and exceed passengers' expectations.

We have introduced a new role in the organisation, our Accessibility and Inclusion Manager, who will:

- ◆ Lead engagement on accessibility issues;
- ◆ Establish and manage our Stakeholder Equality Group;
- ◆ Identify and agree spending priorities;
- ◆ Manage integrated transport products and services;
- ◆ Represent access and inclusion issues within the organisation;
- ◆ Develop door-to-door products and services;
- ◆ Facilitate improvements in accessibility measures.

Our plans and aspirations for access and inclusion include realistic budgets and resources to secure their success. Systems are in place for reviewing return on investment, to include financial and social factors. Planned investment in station facilities, technology and passenger assistance services, for example, are expected to deliver return on investment by increasing journeys made by existing and new types of passengers.

3. Monitoring and evaluation

We fully support the view that the monitoring and evaluation of performance in delivering services and facilities to all passengers, including disabled passengers, and acting upon the results, are crucial in ensuring that the standards of service are being met, as well as delivering on the commitment to continuous improvement.

We will establish a Stakeholder Equality Group to review our progress on accessibility, work to agree targets based on feedback and data in relation to reliability, punctuality, quality and professionalism of the service and identify investment priorities. Those targets will be published on our website and passengers will be entitled to refunds if they are not met. A new mystery shopping programme, provided by an external supplier, will provide the Group and wider organisation with valuable feedback to act upon. The Service Quality Regime involves inspecting 60 stations and 120 vehicles in every four week period. This means every station and every vehicle will be inspected at least four times a year.

We monitor the impact of improvements we deliver to accessibility. We will be establishing an Online Customer Panel, for quantitative research, qualitative focus groups and Customer Shadowing Workshops throughout the 9-year franchise. We will work hard to recruit passengers with experience of access barriers onto the Online Panel. 'Customer shadowing' involves training managers to accompany passengers on their journeys in order to see a journey through a passenger's eyes. Again, we will work hard to ensure these valuable training exercises involve passengers with visible and non-visible impairments. These measures are designed to demonstrate our commitment to a cycle of continuous improvement and ensure we have the passenger at the heart of our thinking.

Our approach to monitoring and evaluation is to measure services and facilities on a regular basis throughout the year to provide accurate information regarding the quality of the current services and facilities and to identify gaps for improvement in future years. For example, we are introducing a customer satisfaction survey measurement tool whereby we will call 10% of users of our booked assistance service to ensure that our service meets their expectations. This feedback will be used to set targets and monitor performance. Annual reviews are completed across the franchise and these will be combined with the wider information available to develop key actions to improve overall performance.

4. Access improvements

In operating the franchise we are committed to complying with the PRM-TSI and the DfT's Code of Practice when installing or refurbishing rolling stock and facilities at stations. As such, we are committed to applying for derogations against the PRM-TSI and/or dispensations against the Code of Practice when necessary, but only after every effort has been made to comply with the relevant requirements. In addition to improving accessibility of our trains and stations (see below) we are also working on the following innovative initiatives:

- ◆ In 2018-2019 we are looking to introduce a Cab&Go service from 40 of our stations. This means you will be able to book a cab journey online or through our smartphone booking app, from one hour in advance, to or from the station which means you no longer need to know the phone number of a local cab firm. Cab&Go will be able to provide wheelchair accessible vehicles upon request.
- ◆ From April 2018, we will start trialing a new personalized journey planning service to arrange bus, rail or taxi travel (depending on needs) for those aged 65 or over. In addition the programme will seek to understand the needs of other passenger groups and introduce them into the trial.
- ◆ Mystery shopping programmes and passenger assistance satisfaction surveys are being performed (see Section 3).
- ◆ Our Priority Seat Card scheme assists passengers to obtain a seat and removes the need to explain why they need one. These are available to people who struggle to stand, pregnant women and those carrying small children. Our Contact Centre can provide more information.

4.1 Rolling stock

Since 1999 trains have been designed and built with features and facilities to make rail travel for disabled passengers easier. This includes facilities such as seat-back hand holds, priority seating, accessible toilet cubicles, button-controlled doors and wheelchair spaces with call-for-help points. The Rail Vehicle Accessibility Regulations (RVAR) and Technical Specification for Interoperability for Persons with Reduced Mobility (PRM-TSI) set out the accessibility standards to which rail vehicles must comply when they are built. Our current fleet only partially meets these regulations because they were built before these came into place. The table overleaf provides some key accessibility information about those trains. Over the course of the franchise, we are committed to replacing some of our trains with brand new ones and to refurbishing our current rolling stock. This means that all trains will be fully compliant with RVAR and PRM-TSI regulations by 1 January 2020.

Our fleet is wheelchair accessible. Every service has at least one wheelchair space; on most services this space meets design and access specifications, but on some older trains it may not do so. Additionally, several services have a wheelchair accessible toilet and availability of priority seating.

Route of train	Type or class of train on the route	Is the train wheelchair accessible? (max 700mm x 1200mm)	Number of wheelchair spaces	Is there a wheelchair accessible toilet?	Is priority seating available?	Is there on-board audio and visual information?
Stourbridge to Stourbridge Town	Cl. 139	Yes	1	No	Yes	Yes
Bedford to Bletchley	Cl. 150	Yes	Space but not compliant	No	No	No
Bedford to Bletchley Coventry to Nuneaton Birmingham to Hereford Birmingham to Rugeley Coventry to Leamington* (*from February 2018)	Cl. 153	Yes	Space but not compliant	No	No	No
Birmingham to Hereford Birmingham to Shrewsbury Birmingham to Rugeley	Cl. 170	Yes	2	Yes	Yes	Yes
Worcester to Leamington and Stratford via Snow Hill Lines	Cl. 172	Yes	2	Yes	Yes	Yes
London to Northampton Watford to St Albans Abbey	Cl. 319	Yes	1	Yes but not compliant	Yes	Yes

Route of train	Type or class of train on the route	Is the train wheelchair accessible? (max 700mm x 1200mm)	Number of wheelchair spaces	Is there a wheelchair accessible toilet?	Is priority seating available?	Is there on-board audio and visual information?
Redditch and Bromsgrove (from May 2018) to Lichfield Trent Valley Wolverhampton to Walsall via Birmingham Birmingham to Birmingham International	Cl. 323	Yes	Space but not compliant	No	No	No
London to Birmingham Birmingham to Liverpool London to Crewe via Trent Valley Wolverhampton to Walsall via Birmingham	Cl. 350	Yes	2	Yes	Yes	Yes

4.2 Stations

Significant upgrade works are planned for Birmingham Snow Hill, Milton Keynes Central, Watford Junction, Worcester Foregate Street and Selly Oak.

We also plan to invest in:

- ◆ More digital information screens for passengers
- ◆ 1600 seats across 78 stations
- ◆ Accessible ticket machines at 110 stations
- ◆ 64 new accessible shelters at 37 stations
- ◆ New help-points at 27 stations
- ◆ Better waiting room facilities at six stations
- ◆ 15 new totem poles to ease station identification
- ◆ 1050 new car parking spaces

We will review annually the progress of each programme/scheme undertaken to improve accessibility, plus the forthcoming plans for future developments and schemes.

5. Working with others

During the franchise we will consult with a range of stakeholders and partners about accessibility of trains and stations and ensure that feedback is included in our decision making. This will include consultation over the development of options and priorities for access improvements.

As a result we would envisage working with the following groups and organisations:

- ◆ Department for Transport
- ◆ Office of Rail and Road
- ◆ Transport for London
- ◆ Network Rail
- ◆ Local authorities
- ◆ Local Enterprise Partnerships
- ◆ Other station and transport operators
- ◆ Transport Focus
- ◆ London TravelWatch
- ◆ Local Disabled user groups
- ◆ Specialist consultants and accessibility/inclusion organisations

We work with local and national groups and organisations representing disabled passengers and assist where we can in a variety of ways e.g. Guide Dogs for the Blind use our services free of charge to train assistance dogs.

We will work in partnership with other train operating companies and Network Rail to ensure that if passengers require assistance they can make bookings for journeys across the national rail network.

6. Staff training

During the franchise we will review the existing training plans to assess any required changes to the ongoing plans. This will include reference to industry guidelines and potential future needs.

We have created a specific customer service training intervention which encompasses frontline managers and staff. This will be supplemented by specific training for new starters at all levels of the business and local refresher training for individuals as required. Training content reflects the type of role they play in facilitating/improving access and inclusion within the organisation.

Feedback on training interventions will be provided by assessments carried out by line managers in pre and post-briefing sessions and supplemented by the mystery shopping programme's findings. Additionally, our Stakeholder Equality Group will review the content of the training annually.

As a result we are fully committed to ensuring the following:

- ◆ All staff (including senior and key managers) will receive relevant disability equality training to ensure that they are made aware of their responsibilities to disabled passengers. Training content raises knowledge and awareness of invisible impairments.
- ◆ Frontline staff who may, at any time, need to assist passengers will receive appropriate training in the use of equipment provided to assist disabled people, such as ramps, wheelchairs and induction loops.
- ◆ All staff that may, at any time, deal directly with passengers will receive appropriate training to help them communicate with people with different impairments.
- ◆ Any staff who answer telephones will be trained in communicating clearly with people who may have difficulty speaking, hearing or understanding.
- ◆ An overview of our relevant staff training, including the timetable and the numbers of staff that have received the training, will be provided to ORR annually when we submit our DPPP for review.

7. Emergency procedures

7.1 Assistance during emergencies

All our staff are trained in the procedures to be adopted in the event of an emergency on-board or at a station, including the evacuation of stations and trains. Our on-train staff and drivers are trained in emergency evacuation procedures. Our policy is not to evacuate passengers with mobility impairments or wheelchair users until appropriate support is available from the emergency services, unless they are in a life threatening situation. The passenger will never be left on-board alone.

7.2 Stations

Please be aware that most of our stations are either not staffed or have limited staffing hours (see Section 12 of 'Making rail accessible: Helping older and disabled passengers'). You will need to book assistance if you need support to access or leave unstaffed stations or staffed stations outside staffing hours. By using the booking system and giving us 24 hours' notice, we will arrange for on-board staff to assist you onto the train if we cannot secure a member of staff to meet you at the station. If this approach is not accessible for you, we can make alternative arrangements (such as booking a taxi) or, if you prefer, suggest the use of a nearby alternative accessible station. We will discuss your individual needs with you when you book. If you arrive at an unstaffed station without booking assistance you will need to contact us by either using the help point or a phone. We will do our best to arrange assistance as quickly as possible but this may take some time. Any unstaffed ticket barriers or gates will be left in an open and unlocked position for ease of access.

When disruption results in train service cancellations our staff will seek to inform passengers in the same way as above and, if necessary, arrange alternative accessible replacement transport that meets their needs.

Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to inform you in the same way as above, or contact you if you provided a mobile telephone number when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or rebook your journey. If a train service is subject to planned or unplanned engineering work an alternative bus service may be provided. If it is not possible to provide an accessible bus then we will discuss your needs and agree what alternative transport can be provided (e.g. a suitable taxi at no extra cost).

7.3 Trains

We provide audio announcements on all trains, giving you information about any delays, changes to stopping patterns and connection information. Passengers with hearing impairments are advised to approach a member of staff who would be happy to provide information in a flexible, patient and useful manner. If you have booked assistance but have to travel on a different train to that on which you were originally booked due to service disruption, we will contact the terminating or interchange station staff to ensure that they are ready to assist you on arrival. When service disruption results in the train arriving at a station after normal staffing hours we will make appropriate onward arrangements. This may include, for example, sending a member of staff to the station to help you or providing a taxi free of charge to take you to your terminating station. If a train terminates en route, then our driver or on-board staff will contact the station or operations control and advise them you require assistance. Our staff are trained and briefed on the importance of providing timely and accurate information and any additional support to our older and disabled passengers during times of disruption. This includes ensuring our communication methods are appropriate to meet the needs of any passenger who might be feeling more vulnerable.

7.4 Pre-planned replacement bus services

Where our services cannot be operated and have to be replaced by bus services, we will endeavour to ensure that an accessible bus is used to provide the replacement service. Where this is not available, a suitable taxi will be provided at no extra charge above your normal fare.

8. Communications strategy

We are committed to providing easy access to information for older and disabled passengers in a variety of formats and styles to meet individual needs. We will work alongside appropriate community and support groups, local authorities, charities and other organisations to publicise information about making the railway more accessible. We will be proactive in this approach and, through the role of Accessibility and Inclusion Manager, will communicate directly with groups and issue our 'Making rail accessible: helping older and disabled passengers' document. This will be available at all of our staffed stations and can also be obtained free of charge on request from our Contact Centre or downloaded from our website. On request this policy can be made available in alternative formats such as audio, Braille and large print.

We are also committed to the following:

8.1 Telephone

We will communicate using Next Generation Text (previously known as Typetalk) with passengers who use textphone or minicom services. Please prefix your call to us with 18001 prior to dialling.

Recorded information given by telephone is clear and will either provide an option to be connected to a person or provided with the phone number to speak directly to a person.

8.2 Websites

We will work with partners in the development of our own website to make it as accessible as possible and commit to maintaining W3C standards during the franchise.

8.3 Signage

We will work with local authorities, where required, to ensure that stations are clearly and consistently signposted. In addition when we change any signage we will refer to RSSB's good practice guide.

9. Car parking

We offer free car parking to disabled passengers at all our car parks as shown in Section 12 of 'Making rail accessible: helping older and disabled passengers'.

If a designated parking space is unavailable, Blue Badge holders may park free of charge in any other non-restricted parking space in the car park. Badges must be correctly displayed as our car park managing agent or local station staff normally monitor appropriate use. Illegally parked vehicles are reported to the British Transport Police.

We will ensure that parking for those with mobility impairments is in accessible locations as close to the station as practicable. We use all reasonable endeavours to comply with the DfT Code of Practice requirements in relation to the number of Blue Badge parking bays where practicable. We regularly survey and record the provision and occupancy of designated spaces in our car parks where these are fewer than specified in the Code, providing the results to DfT at least every six months.

Making rail accessible

Helping older and disabled passengers

Valid from
10 December 2017



Operated by West Midlands Railway

www.westmidlandsrailway.co.uk

www.londonnorthwesternrailway.co.uk

www.westmidlandstrains.co.uk



@WestMidRailway

@LNRailway



Operated by West Midlands Railway

Contents

1. Policy summary	3
1.1 Our commitment to improving accessibility for you	3
1.2 Policy Details	4
1.3 Using and updating this document	5
2. Assistance for passengers	6
2.1 Obtaining information and planning your journey	6
2.2 Booking assistance	6
2.3 Providing accessible car parking	10
3. Alternative accessible transport	11
4. Passenger information	12
5. Tickets and fares	14
5.1 Disabled Persons Railcard	14
5.2 Concessionary fares available without a Disabled Persons Railcard	15
6. What you can expect at our stations	16
6.1 Station entrances	17
6.2 Aural and visual information at stations	17
6.3 Information points and displays	17
6.4 Ticket machines	18
6.5 Ticket gates	18
6.6 Luggage	18
6.7 Left luggage	19
6.8 Ramps	19
6.9 Facilities provided by third parties	20
7. What you can expect using our trains	21
7.1 Getting on and off our trains	21
7.2 Wheelchairs and Mobility Scooters	21
7.3 Assistance dogs	22
7.4 Priority Seat Card	22
7.5 On train information and assistance	22
7.6 Accessibility of rolling stock	23

1. Policy summary

8. Making connections	26
8.1 Other train services	26
8.2 Taxis and buses	26
8.3 Other services	27
9. Disruption to facilities and services	28
9.1 On our stations	28
9.2 On our trains	29
9.3 Assistance during emergencies	29
10. Contact details	30
10.1 Passenger Assist	30
10.2 Our websites	31
10.3 Our Contact Centre	31
10.4 National Rail Enquiries	32
10.5 Traveline	32
10.6 PLUSBUS	33
10.7 Disabled Persons Railcard	33
10.8 Network Rail	33
11. Alternative formats	34
12. Station accessibility information	35

1.1 Our commitment to improving accessibility for you

West Midlands Trains is part of Abellio Transport Holdings which operates Greater Anglia, ScotRail and Merseyrail train services, bus services in London, along with transport operations in Germany, Netherlands and the Czech Republic. All our companies operate within the same management framework known as the Abellio Way, which sets out how we deliver our operations to customers and stakeholders. As West Midlands Trains (WMT), we are responsible for running both the West Midlands Railway (WMR) and the London Northwestern Railway (LNR) services. Whilst we have one website to explain who we are at WMT, we operate two distinct websites for both WMR and LNR customers. Each website will have details of station and train facilities operated by WMT.

We will be establishing an Online Customer Panel, for quantitative research, qualitative focus groups and Customer Shadowing Workshops throughout the nine year franchise. These are designed to demonstrate our commitment to a cycle of continuous improvement and ensure we have the customer at the heart of our thinking.

Our goal is to provide a train service that is accessible to all of our customers, and we will work to make as many stations accessible as practically possible. West Midlands Trains proudly took responsibility for running this franchise in December 2017 and will identify any improvements needed to accessing our stations and services as swiftly as possible. We will work with Network Rail and with stakeholders to achieve improvements. We are committed to working with the Department for Transport (DfT), the ORR, Network Rail, Transport Focus, London TravelWatch, Disabled Persons Transport Advisory Committee, Transport for London, Local Authorities, industry partners and other stakeholders to deliver further improvements to facilities and accessibility for our customers. We will review and address any shortages identified in accessibility improvements and investment priorities for the Minor Works fund will be determined by the Stakeholder Equality Group.

Abbreviations used in this document, and their meanings, are shown below:

DfT	Department for Transport
DLR	Docklands Light Railway
DPPP	Disabled People's Protection Policy
ORR	Office of Rail and Road
PRM-TSI	Technical Specification for Interoperability for Persons with Reduced Mobility

1.2 Policy Details

We will operate, publicise and support the Passenger Assist service and the supporting station facilities information held on the National Rail Enquiries website (www.nationalrail.co.uk/stations_destinations) which enables customers needing assistance to make travel arrangements in advance and allow us to provide appropriate and practical support. We will work in partnership with other train operating companies and Network Rail to ensure that if you require assistance you can make bookings for journeys across the national rail network. We fully support and accept the Disabled Persons Railcard which enables disabled customers to obtain discounts on a range of fares for themselves and, if accompanied, for one adult companion. Reduced fares are also available for non-Railcard-holding wheelchair users (with or without a companion) or for accompanied visually impaired customers. When making physical improvements to stations or undertaking refurbishment of our trains, we will endeavour to meet the specified standards and will apply for a dispensation from the DfT where it is not practicable to comply fully with their Code of Practice ('Design Standards for Accessible Railway Stations'). We will arrange disability equality training and guidance for all staff who will deal directly or indirectly with you, plus training in how to correctly assist customers. Disability equality training is also given to those who direct or manage the upgrade and modification of our facilities and services. At each of our stations we provide details on how to obtain a copy of our DPPP documents and those of other operators using the station. Printed copies of this document are available at our stations. A copy of our policy documents can also be obtained, free of charge and in different formats, on request to our Contact Centre or found on our website www.westmidlandsrailway.co.uk or www.londonnorthwesternrailway.co.uk.

1.3 Using and updating this document

We will use this document, and the information about station and train facilities within it, to help staff when assisting you in booking your journey. In order to keep it up-to-date we will review the document at least annually with the ORR when we conduct a full review of the services we provide. The ORR's role in this area is to approve, and monitor compliance with, train and station operators' policies on accessibility. The review will include such elements as:

- ◆ accuracy of information, and updates of any changes;
- ◆ ease of understanding and communication;
- ◆ review of actions completed in the previous year; and
- ◆ details of new plans to improve accessibility.

2. Assistance for passengers

2.1 Obtaining information and planning your journey

This booklet is designed to help and inform you in advance of your travel. It includes information about our services, and some information about other operators – further details can be obtained without charge on request from our Contact Centre team (see contact details page) or downloaded from either www.westmidlandsrailway.co.uk or www.londonnorthwesternrailway.co.uk.

We do however recognise that you may need additional information about station facilities, staffing arrangements and whether, for example, there are ramps available to assist in boarding trains. This information is contained on the National Rail Enquiries website www.nationalrail.co.uk. This also includes details of all other operators. We will ensure that the database used to keep everyone informed about station facilities, known as Knowledgebase, will be updated by our Accessibility and Inclusion Manager. This will be updated within 24 hours where any changes, temporary or permanent, affect accessibility (e.g. when lifts break down or if accessible toilets at stations are out of use). In addition we will directly update the Station Journey Planner by contacting the help desk. The accessibility details of our stations can also be found at the back of this booklet or from our website. The Mobility Assistance desks at Birmingham New Street and London Euston station (operated by Network Rail) can provide face-to-face accessibility information to you. You can also ask staff at ticket offices during opening hours for guidance on how to book assistance.

2.2 Booking assistance

We seek to make the journey of all of our customers a pleasant and successful experience including those who require assistance during their journey. We are committed to maintaining and providing sufficient

resources to, and continually improving performance of, the system called Passenger Assist. All train operators use Passenger Assist as a common system that allows disabled and older customers to book assistance for their travel to anywhere on the National Rail network.

Contact the Passenger Assist team (details at Section 10.1) to book the following services:

- ◆ Book assistance with boarding and alighting from trains, or for changing trains
- ◆ Arrange for help with your luggage
- ◆ Arrange for help with moving around the station
- ◆ Request help entering or exiting the station from the station taxi rank or drop off point
- ◆ Request a portable ramp for boarding or alighting
- ◆ Request a wheelchair to assist with transferring between the platform and the train or moving around the station (where available)
- ◆ Book staff assistance to provide guidance if you request it
- ◆ Purchase travel tickets
- ◆ Make travel reservations on services operated by other train companies where reservations are available
- ◆ Check the accessibility and facilities on our trains and at our stations
- ◆ Request any other assistance that might be needed during your journey

Seats and wheelchair spaces cannot be reserved at present but staff will make every reasonable effort to help you find a seat or use an on-board wheelchair space. The inability to reserve a seat or wheelchair space will be confirmed to you when you book assistance. Please note that as wheelchair spaces on the train cannot be reserved, these positions are available on a first-come-

first-served basis. Please contact us to discuss your requirements and we will advise you on what we can do to help. We cannot provide personal care (for example help with eating, drinking, taking medication or using the toilet) or personal support during the train journey. To allow appropriate arrangements to be put in place for assistance, please contact us 24 hours in advance of your journey (or 48 hours for international travel). This gives us time to inform the on-board member of staff to expect you, make alternative arrangements (e.g. booking a taxi) or suggest an alternative accessible station. We will book assistance on West Midlands Railway and London Northwestern Railway services and those of other train operating companies. You will be allocated a booking confirmation which you will need to take with you for your journey.

The different ways to contact Passenger Assist are listed in Section 10.1.

Booking assistance offers us the best opportunity to meet your needs, as most of our stations are either unstaffed or are staffed for only part of the day. Station accessibility information is shown in Section 12.

We will provide assistance, when booked in advance, onto and off the train at any station during the hours that trains are scheduled to serve that station, either by station or on-board staff, and ensure that details of these times are available on Knowledgebase.

When assistance has not been booked in advance, we will still try to provide the assistance required whenever possible and with minimum delay. However, please be aware that if assistance has not been booked there may be a short wait for staff to be available to assist you.

If you arrive at an unstaffed station without booking assistance you will need to contact us by using the help point or telephone us. Help points are located on the station platform and our telephone number is displayed on the information poster at the station entrance. We will

discuss your needs and do our best to arrange assistance as quickly as possible but this may take some time. We will provide a clear and reasonable justification to customers where assistance cannot be provided. Any unstaffed ticket barriers or gates will be left in an open and unlocked position for ease of access. On the trains where customer service staff are provided, they will provide assistance with ramps. However, many of our stations have only one member of staff and are not staffed throughout the duration of the train service, particularly late evening. We have identified which stations have full, partial or no staffing at this time in Section 12. Using the booking system with 24 hours' notice helps us to provide support for your journey. When assistance has not been booked in advance, we still aim to provide the assistance required, where reasonably practicable, and you should make yourself known to a member of staff at the station. However please note, if you haven't booked, it may take time to make arrangements and we cannot guarantee that support will be available. At stations where trains terminate, we will attend to the needs of our customers who have booked assistance as quickly as possible, ensuring you wait no longer than 5 minutes to get off the train after its arrival, wherever reasonably practicable. If you book assistance and it is not provided, we will fully investigate the reason why. Your complaints are dealt with on their individual merit and compensation can therefore vary depending on the nature and extent of the assistance failure. Any compensation will be in addition to your entitlement to Delay Repay (see our Passenger's Charter for further details). After your journey, we welcome your feedback on what worked well and what improvements can be made to our service. Please see Section 10.3 for our contact details. We can accept your feedback in different formats (such as telephone, letter or email) and promise to use the information you provide to learn and improve our service to disabled customers. We will survey a proportion of customers who have given us their permission to do so.

3. Alternative accessible transport

We are exploring many new and innovative ways to improve the ease and flexibility of booking assistance and the experience during the journey.

2.3 Providing accessible car parking

We offer free car parking to Blue Badge holders at our car parks as shown in the station accessibility information in Section 12.

If a designated parking space is unavailable, Blue Badge holders may park free of charge in any other non-restricted parking space in the car park. Badges must be correctly displayed as our car park managing agent or local station staff normally monitor appropriate use. Illegally parked vehicles are reported to the British Transport Police.

We will ensure that parking for those with mobility impairments is in accessible locations as close to the station as practicable. We use all reasonable endeavours to comply with the DfT Code of Practice requirements in relation to the number of Blue Badge parking bays where practicable. We survey and record the provision and occupancy of designated spaces in our car parks where these are fewer than specified in the Code, providing the results to DfT at least every six months.

We aim for all of our customers to travel by rail but recognise that sometimes this may not be possible. We will discuss this when you call to book your assistance. You will be provided with alternative accessible transport free of charge between stations when:

- ◆ a station is not physically accessible to you;
- ◆ where substitute transport that is provided to replace rail services (e.g. due to emergency or planned engineering works) is not accessible to you;
- ◆ disruption to services at short notice makes services inaccessible to you.

In all cases we will convey you to or from the nearest or most convenient accessible station so you can make as much of your journey as possible by train. We will try to obtain accessible replacement buses during planned and emergency engineering works. However, where this is not possible we will provide you with alternative accessible transport. This will usually be in a taxi suitable for your needs, at no additional cost to the fare for your entire journey. We will discuss what style of taxi you need before we book it. When trains are not running due to planned or emergency engineering works, we cannot provide alternative transport for scooter users. However if you are already travelling with us and there is disruption, we will make every reasonable effort to provide an alternative means of transport. We want to do everything that we reasonably can to help you make your journeys with confidence, so please contact us to discuss your individual circumstances and what assistance we can provide to support you.

4. Passenger information

We provide details about the accessibility of our stations, their facilities and services on trains in a number of ways including:

- ◆ Section 12 of this document (station accessibility)
- ◆ Section 7 of this document (train accessibility)
- ◆ at our staffed stations
- ◆ on our website www.westmidlandsrailway.co.uk or www.londonnorthwesternrailway.co.uk
- ◆ via our Passenger Assist team (see Section 10.1)
- ◆ via www.nationalrail.co.uk or calling 03457 48 49 50

Staff at stations have access to up-to-date information and can provide this to customers on request. We will update changes to accessibility information about our stations when they occur. These will be included in the details contained on the National Rail website where you will be able to find simple, step by step information about each station and its services and temporary changes (e.g. building works). Our partners at National Rail Enquiries will accurately update this information (known as Knowledgebase) within 24 hours of any permanent or temporary changes which may impact on accessibility.

This includes:

- ◆ where stations that have a physical constraint that prevents some disabled people from using it;
- ◆ where significant temporary work that affects station accessibility is being carried out;
- ◆ where there are changes to stations that would make them temporarily inaccessible (e.g. when facilities such as lifts and toilets at stations are out of order); and
- ◆ where facilities on trains that materially affect disabled customers' journeys are unavailable, including the use of inaccessible rolling stock on routes where stock is normally accessible, as far as this is reasonably practicable.

Any permanent alterations to station facilities (e.g. new accessible toilets or new step-free access) will be updated on 'Stations Made Easy' (the Station Journey Planner on the National Rail website). This will include new images of the access route or facilities and, if required, a new audit of the station will be performed.

5. Tickets and fares

Tickets for your journey can be purchased in a number of different ways:

- ◆ in person from our station ticket offices
- ◆ self-service ticket machines, where you will be able to use your Disabled Persons Railcard
- ◆ by calling our Telesales team (and selecting the 'buy ticket' option) West Midlands Railway: 0333 311 0039
London Northwestern Railway: 0333 311 0006
- ◆ from our website www.westmidlandsrailway.co.uk and www.londonnorthwesternrailway.co.uk
- ◆ from other train operators' or retailers' websites
- ◆ via www.nationalrail.co.uk or calling 03457 48 49 50
- ◆ from any national rail ticket office or approved agent

We expect all customers to have a valid ticket or other authority to travel before starting their journey. However, if you are unable to buy a ticket at the station before your journey, you will be able to purchase a ticket either on the train or upon arrival at your destination without penalty and with any appropriate discount eligibility.

5.1 Disabled Persons Railcard

We support and accept the Disabled Persons Railcard which offers discounts on a range of tickets to disabled customers whether they are travelling alone or accompanied. We are committed to raising awareness of the Disabled Persons Railcard (and concessionary fares explained in Section 5.2). Your Railcard allows you, and an adult companion travelling with you, to obtain a 1/3 discount off most Standard and First Class fares throughout Great Britain. The Disabled Persons Railcard leaflet published by the Rail Delivery Group gives details of this railcard and can be obtained from any staffed station or from their website www.disabledpersons-railcard.co.uk.

5.2 Concessionary fares available without a Disabled Persons Railcard

Customers who:

- ◆ need to stay in their own wheelchair during their journey; or
- ◆ are registered blind or visually impaired and travelling with a companion
- ◆ are entitled to the following full fare ticket discounts throughout Great Britain even if they do not hold a Disabled Persons Railcard:
 - ◆ 34% discount on First Class/Standard Anytime Day Singles
 - ◆ 50% discount on First Class/Standard Anytime Day Returns
 - ◆ 34% discount for First Class/Standard Anytime Singles or Returns

An adult travelling with you is also entitled to the discounted fare. If you have a visual impairment, please take a document from a recognised body such as Social Services or Local Authority confirming your impairment when buying your ticket and when travelling. Please note that visually impaired customers cannot claim this discount if travelling alone.

6. What you can expect at our stations

We have operational responsibility for 148 stations (and will acquire responsibility for Wolverhampton during 2018). The stations vary in size and facilities. Section 12 (Station Accessibility Information) provides details of station accessibility and key facilities to help you make your travel choices.

In most cases on the West Midlands Railway routes, we are the main operator at the stations we call at. London Northwestern Railway trains serve many stations managed by other companies. The full station list can be found on the National Rail Enquiries website. Each operator has their own DPPP which should be available at their stations and on their websites. Our trains serve stations operated by other train operating companies and we will continue to liaise with these industry partners with the aim of improving access and facilities for disabled customers.

Our goal is to constantly improve the level of accessibility and facilities at our stations for all of our customers, such as:

- ◆ the provision of information;
- ◆ the provision of assistance;
- ◆ improving facilities at stations, including waiting rooms, toilets or refreshment facilities and those provided by third party facilities operated on our stations;
- ◆ improving accessibility to our stations; and
- ◆ improving ease of purchasing rail tickets.

Our Customer Service training programme is designed to ensure all our staff, including new recruits, understand access barriers experienced by older and disabled customers and equip them with the skills to offer appropriate assistance.

Meeting Points: As many of our stations have only one member of staff, if you have arranged assistance please go to the ticket office at the station where your journey starts or the location advised by Passenger Assist.

6.1 Station entrances

We will not permanently close station entrances or gates if it leads to a reduction in accessibility for disabled customers to any platform or facility at the station unless we have consulted with DfT, Transport Focus or London TravelWatch and local access groups and received the approval of the DfT. We will also consider the impact on disabled customers if we need to restrict or temporarily close an access point e.g. during building works.

6.2 Aural and visual information at stations

Where systems are fitted, we provide clear and consistent audio information at stations regarding train departures, including during disruption. If audio announcements are not available, we have customer information help points which enable you to speak to a member of our staff to obtain information. We continually review facilities at stations and will be identifying potential schemes for improving access to information at individual stations.

6.3 Information points and displays

Mobility Assistance desks are provided at larger stations, such as Birmingham New Street and London Euston, on the main concourse. These are normally identified as designated customer service offices and are clearly signposted. We will make information on the facilities, services and accessibility of all stations (as well as information on timetables, fares and connections) available at station ticket offices, over the telephone from our Passenger Assist team and on our website as well as the National Rail Enquiries website. Wherever possible, leaflet racks and timetable displays will be placed so that wheelchair users and standing customers can use them. We have issued equipment to all front line staff (including those who work at our customer service points) so that they are able to provide accurate, up to date information to customers. This includes access to details about our

services and those of other operators, accessibility of other transport available near the station and direct customers to appropriate sources of further information. This approach to improving information provision will also increase the ability to provide accurate information at stations during times of disruption about delays, diversions and new timetables.

6.4 Ticket machines

Where ticket machines are provided at stations we will ensure they are able to issue appropriately discounted tickets to holders of a Disabled Persons Railcard and to the holder's companion. If you are unable to buy a ticket at the station, you will be able to purchase a ticket either on the train or upon arrival at your destination without penalty and with a Disabled Persons Railcard discount or concessionary fare (as outlined in Section 5.2).

6.5 Ticket gates

Ticket gates can impact on accessibility so, wherever possible, staff will be positioned nearby and can provide assistance. At least one wider gate is provided for wheelchair users, disabled customers, pushchairs etc. When a station is unstaffed or staff are not in attendance, gates are locked open.

6.6 Luggage

If you need help with luggage within our station or station vicinity (e.g. station car park), to the platform and on and off the train please book assistance. The service is free of charge. If you haven't booked assistance we will do our best to help, subject to staff availability. If there is a platform alteration at short notice our staff will help you to reach the new platform and help with luggage.

The weight, size and quantity of luggage must be safe for our members of staff. Each piece of luggage cannot weigh more than 23kg. The National Rail Conditions of

Travel state that, as a general rule, you may take up to three items of luggage onto the train.

6.7 Left luggage

We do not provide left luggage facilities at any stations we operate at present. However, if this is introduced we will ensure the design accommodates our disabled and older customers including various heights, sizes and appropriate opening mechanisms. There are left luggage facilities at London Euston and Birmingham New Street (operated by Network Rail).

6.8 Ramps

We have portable ramps that are fit for purpose on-board all our trains and at many of our stations to enable customers (for example those using a wheelchair or those with mobility impairments) to get on or off the train, whether assistance has been booked in advance or not. If you need assistance with a ramp outside normal staffing hours, you will need to book that assistance in advance. By using the booking system and giving us 24 hours' notice, we will arrange for on-board staff to assist you on or off the train if we cannot secure a member of staff to meet you at the station. If this approach is not accessible for you, we can make alternative arrangements (such as booking a taxi) or, if you prefer, suggest the use of a nearby alternative accessible station. We will discuss your individual needs with you when you book. If you arrive at an unstaffed station without having booked assistance you will need to contact us by either using the help point on the platform or by phoning Passenger Assist. We will do our best to arrange assistance as quickly as possible, but this may take some time. Please note that the ramps are designed to convey customers using wheelchairs and scooters up to a maximum width of 700mm and length of 1200mm and a combined weight of passenger and wheelchair of not more than 300kg.

7. What you can expect using our trains

6.9 Facilities provided by third parties

Where third parties provide facilities at our stations, for example retailers and coffee kiosks, we will ensure that the contracts we issue to them will include requirements to ensure accessibility. We will ensure that the location of these facilities does not impact on the accessibility of the station or other facilities.

Most of our trains have priority seating for older and disabled people which are clearly marked. There is a member of staff on every train in addition to the driver. They monitor the appropriate use of priority seating and, where possible, will provide you with assistance to find them. Although wheelchair spaces and seats cannot be reserved in advance at present, we will make every reasonable effort to ensure that you can obtain a seat and that wheelchair users are able to use wheelchair spaces. Tickets can be purchased at the same time as arranging assistance through our Passenger Assist service. As seat reservations are not currently available, assistance will be booked but this does not guarantee a seat. We recommend that you book assistance 24 hours in advance.

7.1 Getting on and off our trains

All our trains have portable ramps on-board. Many of our stations have ramps on platforms. There will always be access to a ramp where needed. If you need assistance with a ramp outside normal station staffing hours, you will need to book that assistance in advance. If you are getting off the train at the station where your service terminates, we will attend to the needs of our customers who have booked assistance as quickly as possible, ensuring you wait no longer than 5 minutes to get off the train after its arrival.

7.2 Wheelchairs and Mobility Scooters

We are able to convey customers in manual and powered wheelchairs and scooters up to a maximum width of 700mm and length of 1200mm and a combined weight of passenger and wheelchair of not more than 300kg. Scooters which are foldable or dismantled to meet these dimensions, and which the passenger or their companion can lift on and off the train, will be carried as luggage. Scooter users may travel in their scooter and are not required to transfer to a seat. When trains are not running due to planned or emergency engineering works, we cannot provide alternative transport for scooter users.

However if you are already travelling with us and there is disruption, we will make every reasonable effort to provide an alternative means of transport. Note that different train companies have different policies for the carriage of scooters on trains, so further information should be sought from the Passenger Assist team if your journey crosses into another rail franchise area. Please note that as wheelchair spaces on the train cannot be reserved, these positions are available on a first-come-first-served basis.

7.3 Assistance dogs

Assistance dogs are welcome on our trains and may accompany you anywhere on-board.

7.4 Priority Seat Card

We have a Priority Seat Card scheme which assists disabled customers in obtaining a seat by removing the need for them to explain why. More details and application forms for a Priority Seat Card can be requested from our Contact Centre.

7.5 On train information and assistance

Many of our services have visual information screens and/or automated public announcements advising customers of the calling points of the service prior to departure and en route. We are bringing in some new trains over the franchise which provide improved audio and visual information. Our drivers and on-train staff are also trained to make announcements via the train's public address system. On services without automated public announcements, the driver or on-board staff will make every effort to advise you of where and when the train is stopping and give other relevant journey information via on-board announcements. These will be made in sufficient time for customers, including those with a mobility impairment, to respond. We will provide, wherever possible,

clear and consistent aural and visual information on the approach to stations and in the event of delays or disruption. Our training ensures that our staff also understand the importance of making these announcements and those relating to any alterations to the normal service including delays during times of disruption, particularly before the departure of the train and before the arrival at the station. Additionally, where there are on-board staff, hearing-impaired customers are advised to approach staff who would be happy to provide information in a flexible, patient and useful way. Our on-board staff will make every effort to ensure that older and disabled people are given appropriate assistance whilst on the train. By calling our Passenger Assist team we will ensure you can make informed decisions and we can help you with your journey.

7.6 Accessibility of rolling stock

Since 1999 trains have been designed and built with features and facilities to make rail travel for disabled customers easier. This includes facilities such as seat-back hand holds, priority seating, accessible toilet cubicles, button-controlled doors and wheelchair spaces with call-for-help points. The Rail Vehicle Accessibility Regulations (RVAR) and Technical Specification for Interoperability for Persons with Reduced Mobility (PRM-TSI) set out the accessibility standards to which rail vehicles must comply when they are built. Our current fleet only partially meets these regulations because they were built before these came into place. The table on the following pages provides some key accessibility information about those trains. Over the course of the franchise we are committed to replacing some of our trains with brand new ones and to refurbishing our current rolling stock. This means that all trains will be fully compliant with RVAR and PRM-TSI regulations by 1 January 2020.

Route of train	Type or class of trains(s) on the route	Is the train wheelchair accessible? (max 700mm x 1200mm)
Stourbridge to Stourbridge Town	Cl. 139	Yes
Bedford to Bletchley	Cl. 150	Yes
Bedford to Bletchley Coventry to Nuneaton Birmingham to Hereford Birmingham to Rugeley Coventry to Leamington* (*from February 2018)	Cl. 153	Yes
Birmingham to Hereford Birmingham to Shrewsbury Birmingham to Rugeley	Cl. 170	Yes
Worcester to Leamington Spa and Stratford via Snow Hill Lines	Cl. 172	Yes
London to Northampton Watford to St Albans Abbey	Cl. 319	Yes
Redditch and Bromsgrove (from May 2018) to Lichfield Trent Valley Wolverhampton to Walsall via Birmingham Birmingham to Birmingham International	Cl. 323	Yes
London to Birmingham Birmingham to Liverpool London to Crewe via Trent Valley Wolverhampton to Walsall via Birmingham	Cl. 350	Yes

Number of wheelchair spaces	Is there a wheelchair accessible toilet?	Is there priority seating available?	Is there on-board visual/audio information?
1	No	Yes	Yes
Space but not compliant	No	No	No
Space but not compliant	No	No	No
2	Yes	Yes	Yes
2	Yes	Yes	Yes
1	Yes but not fully compliant	Yes	Yes
Space but not compliant	No	No	No
2	Yes	Yes	Yes

8. Making connections

Travelling with us may not be the only part of your journey. Our policy is to provide assistance to you to make connections between other rail services or other forms of transport at other stations as easy as possible for you. Our staff are also able to help you where the platform from which your train was due to depart is changed at short notice. They will aim to get you to the new platform as quickly as possible.

8.1 Other train services

Our Passenger Assist team will be able to advise you about onward connections. Where your journey requires a change of train at one of our stations, we are able to help you get from one train to another, even if it involves the services of another train operator. Please note that we give priority to customers who have booked assistance.

8.2 Taxis and buses

At stations where we have staff in addition to those in booking offices we can assist customers to the connecting point with buses and/or taxis if the interchange is within the immediate station vicinity. We include, where possible, the contact details of local taxi operators on our station information posters which are displayed at each of our stations. Where taxis are under contract to the station, the terms of the contract will include the provision of accessible vehicles. Please visit www.nationalrail.co.uk/stations_destinations which provides information about taxis and buses from stations. Where taxi ranks or bus stops are provided at stations these are clearly signposted. During 2018-19 we intend to offer a Cab&Go service from 40 of our stations. This means you will be able to book a cab journey online or through our smartphone booking app, from one hour in advance, to or from the station which means you would no longer need to know the phone number of a local cab firm. Cab&Go will be able to provide wheelchair accessible vehicles upon request.

Information on bus links to and from our stations is available from the national Traveline service on 0871 200 22 33.

8.3 Other services

Where our train services connect with other modes of transport (such as buses, trams, London Underground or DLR) we shall work with the operators of those services to provide, wherever possible, accessibility and assistance which ensure a seamless onward journey for you.

9. Disruption to facilities and services

We recognise that disruption to facilities and services can have a significant impact on rail services to disabled people and on confidence in travelling with us. We will therefore do everything we can to ensure disabled customers are able to continue their journey and are safe and comfortable.

9.1 On our stations

Our staff are trained to understand the needs of our older and disabled customers, particularly at times of disruption to the train service. When platform alterations occur at short notice our staff, where available, will give appropriate information (audio announcements, visual information displays, and poster/notices) and, where necessary, assist older and disabled customers to change platforms. Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to inform you in the same way as above, or contact you if you provided a mobile telephone number when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs and/or rebook your journey and any associated passenger assistance. If a train service is subject to planned or unplanned engineering work an alternative bus service may be provided. If it is not possible to provide an accessible bus then we will discuss your needs and agree what alternative transport can be provided (e.g. a suitable taxi at no extra cost). See Section 3 for more information.

We will make all reasonable efforts to provide, wherever possible, reasonable replacement facilities that are accessible when the level of accessibility of facilities at a station is less than that normally provided (e.g. as a result of the breakdown, alteration or removal of facilities) and to publicise details of the change to station accessibility (including a timescale for the expected return to the normal level of accessibility at the station). This may include providing notices on our website, at the station

and on the route, as necessary, and ensure that staff are kept informed. We will also ensure that information is updated on Knowledgebase (see Section 4).

9.2 On our trains

We provide audio announcements on all trains, giving you information about any delays, changes to stopping patterns and connection information. We will provide clear aural and visual information to direct customers to substitute transport where applicable. If you have booked assistance but have to travel on a different train to that on which you were originally booked due to service disruption, we will contact the terminating or interchange station staff to ensure that they are ready to assist you on arrival. When service disruption results in the train arriving at a station after normal staffing hours we will make appropriate onward arrangements. This may include, for example, sending a member of staff to the station to help you or providing a taxi free of charge to take you to your terminating station. If a train terminates en route, then our driver or on-board staff will contact the station or operations control and advise them you require assistance. Our staff are trained and briefed on the importance of providing timely and accurate information and any additional support to our older and disabled customers during times of disruption.

9.3 Assistance during emergencies

All our staff are trained in the procedures to be adopted in the event of an emergency on-board or at a station, including the evacuation of stations and trains. Our policy is not to evacuate customers with mobility impairments or wheelchair users until appropriate support is available from the emergency services unless it is a life threatening situation. The passenger will never be left on their own.

10. Contact details

We recognise that there may be a number of reasons why you may want to contact us, or our partners, with responsibility for services and assistance. We also welcome your feedback regarding the assistance being delivered and whether that met with your satisfaction. We will accept your feedback in the most appropriate format for you. You can give feedback to a member of staff or contact us in a number of ways:

10.1 Passenger Assist

We actively support the rail industry Passenger Assist scheme and our staff will be happy to help you book your journeys anywhere on the national network. To allow appropriate arrangements to be put in place for assistance, please contact us 24 hours in advance of your journey (or 48 hours for international travel). See Section 2.2 for more information. Passenger Assist can be contacted as follows:

West Midlands Railway

Telephone (freephone): 0800 024 8998
(08:00 – 22:00 7 days a week)
Next Generation Text: 18001 0800 024 8998
Webform: www.westmidlandsrailway.co.uk

London Northwestern Railway

Telephone (freephone): 0800 024 8997
(08:00 – 22:00 7 days a week)
Next Generation Text: 18001 0800 024 8997
Webform: www.londonnorthwesternrailway.co.uk

Currently this service is not available on 25 and 26 December as we do not generally operate train services on those days. Other train operating companies may open their Passenger Assist call centres on Boxing Day, and close instead on New Year's Day, and they will be happy to take your call on Boxing Day (for example, call ScotRail on 0800 912 2901).

Our Accessibility and Inclusion Manager has day to day responsibility for our Disabled People's Protection Policy

and can be contacted via the Contact Centre (see Section 10.3).

10.2 Our websites

We have two websites depending on where you travel. For customers in the West Midlands region, the website is www.westmidlandsrailway.co.uk.

For customers travelling on services that run from the North West towards London (including stations in between like Stoke on Trent, Stafford, Lichfield, Nuneaton, Northampton, Milton Keynes and Bedford) it is www.londonnorthwesternrailway.co.uk.

Individual network maps can be found in our Passengers' Charter. You can find information for all your travel details, ticket purchases, performance reporting and general information on the relevant website.

10.3 Our Contact Centre

Our Contact Centre is open between 07:00 – 19:00 Monday to Friday and 08:00 – 16:00 on weekends and Bank Holidays. The centre is closed on Christmas Day and Boxing Day. This centre handles all our general enquiries and complaints for both West Midlands Railway and London Northwestern Railway customers.

Customers requiring Group Travel assistance for 10 or more people should contact the group sales team between 09:00 – 18:00 hours weekdays.

West Midlands Railway

Freepost WEST MIDLANDS RAIL
CUSTOMER RELATIONS

Telephone: 0333 311 0039

Next Generation Text: 18001 0333 311 0039

Via the 'Contact Us' page on our website:
www.westmidlandsrailway.co.uk

London Northwestern Railway

Freepost LONDON NORTHWESTERN RAILWAY
CUSTOMER RELATIONS

Telephone: 0333 311 0006

Next Generation Text: 18001 0333 311 0006

Via the 'Contact Us' page on our website:

www.londonnorthwesternrailway.co.uk

We respond to complaints or comments as quickly as possible. Nevertheless, we will answer 95% of all complaints within 20 working days and aim to answer 90% within 10 working days. Our target is to answer 90% of calls within 30 seconds and to answer 99% of all calls.

10.4 National Rail Enquiries

You can find information about train times, fares and ticket types, general advice, help in planning your journey, as well as up-to-date live information from National Rail Enquiries. The telephone line is available 24 hours a day, seven days a week and calls are charged at local rates and may be monitored.

Telephone: 03457 48 49 50

Website: www.nationalrail.co.uk

Also, you can call TrainTracker on 03457 48 49 50 or text 8 49 50 for current train times.

10.5 Traveline

This is an independent source of information about public transport and therefore includes details of trains, buses, coaches and trams across the UK.

Telephone: 0871 200 22 33

Website: www.traveline.info

10.6 PLUSBUS

Tickets to many of our destinations also incorporate PLUSBUS, from £2 for unlimited bus travel at your starting point and/or destination. For more information about PLUSBUS please ask at our staffed stations or collect a leaflet, call our Contact Centre or visit our website or www.plusbus.info

10.7 Disabled Persons Railcard

There is detailed information about how to apply for your railcards on www.disabledpersons-railcard.co.uk

Telephone: 0345 605 0525

Textphone: 0345 601 0132

Email: disability@raildeliverygroup.com

10.8 Network Rail

Our services call at the following Network Rail stations: London Euston, Birmingham New Street and Liverpool Lime Street.

Network Rail

Network Rail Station Reception

Liverpool Street Station

London

EC2M 7QH

Telephone: 020 7295 2789

Website: www.networkrail.co.uk

11. Alternative formats

We will provide this document to you in the following formats within 7 working days of your request:

- ◆ Printed copy
- ◆ Large print
- ◆ Audio
- ◆ Easyread

We will also communicate with you in your preferred accessible format.

12. Station accessibility information

Whilst we are relying on the information provided by the outgoing operator in relation to staffing and station accessibility we have updated changes to information we have become aware of as at November 2017 (before taking responsibility for the franchise). We plan to improve accessibility and so the information below will be subject to change. Full details of ticket office opening hours are available on our website, via the Contact Centre or from the individual station. Alternatively our Passenger Assist team will give you the details. Please note that information in this document is current as of the date of the last review (as shown on the front of this leaflet). The latest up-to-date information can be found on our website or via the Contact Centre.

In the event that the station is unstaffed and lifts are out of service, we can make alternative arrangements for you such as booking a taxi or suggesting the use of a nearby accessible station.

We will discuss your individual needs with you when you book assistance.

Station	Staffing	Step free	Blue Badge Parking	Accessible Toilets	Toilets
Acocks Green	Part	Y	Y	N	N
Acton Bridge	Unstaffed	N	N	N	N
Adderley Park	Part	N	N	N	N
Albrighton	Unstaffed	Step-free towards Shrewsbury	N	N	N
Alvechurch	Unstaffed	Y	N	N	N
Apsley	Part	Step-free towards London	Y	N	Y
Aspley Guise	Unstaffed	Y	N	N	N
Aston	Part	Y	N	N	N
Atherstone	Unstaffed	Y	Y	N	N
Barnt Green	Unstaffed	Step-free towards Redditch & some towards Birmingham	Y	N	N
Bearley	Unstaffed	Y	N	N	N
Bedford St Johns	Unstaffed	Y	N	N	N
Bedworth	Unstaffed	Y	N	N	N
Berkhamsted	Part	Y	Y	Y	Y
Berkswell	Part	Y	Y	N	N
Bermuda Park	Unstaffed	Y	N	N	N
Bescot Stadium	Part	N	Y	N	N
Bilbrook	Unstaffed	Y	N	N	N
Birmingham Snow Hill	Full	Y	N	Y	Y
Blake Street	Part	Y	Y	N	N
Blakedown	Unstaffed	Y	Y	N	N
Bletchley	Part	Step-free to all trains except to & from Bedford	Y	Y	Y
Bloxwich	Unstaffed	Y	N	N	N
Bloxwich North	Unstaffed	Y	N	N	N
Bordesley	Unstaffed	N	N	N	N

Customer Information	Ticket Office	Ticket Machines	Low Level Counter	Catering	Waiting room / Shelter	Automatic Doors	Lifts	Station Wheelchair	Station seating
Y	Y	Y	Y	N	Y	Y	Y	N	Y
Y	N	Pertis	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	Y	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	N	Y	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	Y	Y	Y	Y	Y	Y
Y	Y	Y	Y	N	Y	Y	N	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	Y	Y	Y	Y	Y	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
N	N	N	N	N	Y	N	N	N	N

Pertis = permit to travel machines

Station	Staffing	Step free	Blue Badge Parking	Accessible Toilets	Toilets
Bournville	Part	Step-free to both platforms from side entrances only	N	N	N
Bow Brickhill	Unstaffed	Y	N	N	N
Bricket Wood	Unstaffed	Y	N	N	N
Bromsgrove	Part	Y	Y	Y	Y
Butlers Lane	Part	N	N	N	N
Canley	Part	Y	Y	N	N
Cannock	Unstaffed	Y	N	N	N
Cheddington	Unstaffed	N	Y	N	N
Chester Road	Part	Y	Y	N	N
Claverdon	Unstaffed	Y	N	N	N
Codsall	Unstaffed	Step-free towards Shrewsbury	N	N	N
Coleshill Parkway	Full	Y	Y	Y	N
Colwall	Unstaffed	Y	Y	N	N
Coseley	Part	Y	Y	N	N
Cosford	Unstaffed	N	N	N	N
Coventry Arena	Unstaffed	Y	N	N	N
Cradley Heath	Part	Y	Y	N	N
Danzey	Unstaffed	Step-free towards Birmingham	Y	N	N
Droitwich Spa	Part	Y	Y	N	Y
Duddeston	Part	Y	N	N	N
Dudley Port	Part	N	Y	N	N
Earlswood	Unstaffed	Y	Y	N	N
Erdington	Part	Y	N	N	N
Fenny Stratford	Unstaffed	Y	Y	N	N
Five Ways	Part	Y	N	Y	N
Four Oaks	Part	Y	Y	N	N

Customer Information	Ticket Office	Ticket Machines	Low Level Counter	Catering	Waiting room / Shelter	Automatic Doors	Lifts	Station Wheelchair	Station seating
Y	Y	Y	N	N	Y	Y	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	N	N	N	N	N	N	N	N	Y
Y	Y	Y	Y	N	Y	Y	Y	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	N	N	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Pertis	N	N	Y	Y	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	Y	Y	Y	Y	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	Y	Y	N	Y	Y	N	Y	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	Y	Y	N	Y
Y	Y	Y	N	N	Y	Y	N	N	Y

Station	Staffing	Step free	Blue Badge Parking	Accessible Toilets	Toilets
Garston (Hertfordshire)	Unstaffed	Y	N	N	N
Gravelly Hill	Part	Y	N	N	N
Great Malvern	Part	Y	Y	Y	N
Hagley	Part	Y	Y	N	Y
Hall Green	Part	Y	Y	N	N
Hampton-in-Arden	Part	Step-free towards Coventry	Y	N	N
Hamstead	Part	Y	N	N	N
Hartford	Part	Y	Y	N	Y
Hartlebury	Unstaffed	Y	Y	N	N
Hednesford	Unstaffed	Y	Y	N	N
Hemel Hempstead	Part	Y	Y	Y	Y
Henley-in-Arden	Unstaffed	Y	N	N	N
How Wood (Hertfordshire)	Unstaffed	Y	N	N	N
Jewellery Quarter	Part	Y	N	Y	N
Kempston Hardwick	Unstaffed	Y	N	N	N
Kenilworth (from February 2018)	Unstaffed	Y	Y	Y	Y
Kidderminster	Part	Y	Y	Y	N
Kings Langley	Part	Step-free towards London and from car park only	Y	Y	Y
Kings Norton	Part	Y	Y	Y	Y
Landywood	Unstaffed	Y	N	N	N
Langley Green	Part	Y	Y	N	N
Lea Hall	Part	Y	Y	N	N
Ledbury	Unstaffed	Step-free towards Hereford	Y	N	N
Leighton Buzzard	Part	Y	Y	Y	Y
Lichfield City	Part	Y	Y	Y	Y

Customer Information	Ticket Office	Ticket Machines	Low Level Counter	Catering	Waiting room / Shelter	Automatic Doors	Lifts	Station Wheelchair	Station seating
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	Y	Y	N	N	N	Y
Y	Y	Y	N	N	Y	Y	N	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	Y	N	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	Y	N	Y	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	N	Y	Y	N	Y
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	Y	Pertis	N	Y	Y	Y	Y	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	Y	N	N	Y
Y	N	Pertis	N	N	Y	N	N	N	Y
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Y	Y	Y	Y	Y	Y	Y	Y	N	Y

Pertis = permit to travel machines

Station	Staffing	Step free	Blue Badge Parking	Accessible Toilets	Toilets
Lichfield Trent Valley	Part	Step-free towards Stafford	Y	Y	Y
Lidlington	Unstaffed	Y	N	N	N
Long Buckby	Part	N	Y	N	N
Longbridge	Part	Y	Y	Y	Y
Lye	Unstaffed	Y	Y	N	N
Malvern Link	Part	Y	Y	N	N
Marston Green	Part	Y	Y	Y	N
Millbrook (Bedfordshire)	Unstaffed	Y	N	N	N
Milton Keynes Central	Full	Y	Y	Y	Y
Northampton	Full	Y	Y	Y	Y
Northfield	Part	Y	Y	Y	Y
Nuneaton	Full	Y	Y	Y	Y
Oakengates	Unstaffed	Y	N	N	N
Old Hill	Part	N	Y	N	N
Olton	Part	Y	Y	Y	N
Park Street	Unstaffed	Y	N	N	N
Penkridge	Unstaffed	Y	Y	N	N
Perry Barr	Part	One step to entrance then step-free to platforms	N	N	N
Polesworth	Unstaffed	Y	N	N	N
Redditch	Part	Y	Y	Y	N
Ridgmont	Unstaffed	Y	N	N	N
Rowley Regis	Full	Y	Y	N	N
Rugeley Town	Unstaffed	Y	Y	N	N
Rugeley Trent Valley	Unstaffed	Step-free towards Lichfield Trent Valley only	Y	N	N
Sandwell & Dudley	Part	Y	Y	N	N

Customer Information	Ticket Office	Ticket Machines	Low Level Counter	Catering	Waiting room / Shelter	Automatic Doors	Lifts	Station Wheelchair	Station seating
Y	Y	Y	Y	Y	Y	Y	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	Y	Y	Y	N	Y	N	Y	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	Y	N	Y	Y	N	N	Y
Y	Y	Y	N	N	Y	Y	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	Y	Y	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	Y	Y	N	Y
Y	N	Pertis	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
N	N	Pertis	N	N	N	N	N	N	N
Y	Y	Y	N	Y	Y	Y	N	N	Y
Y	N	N	N	N	Y	Y	N	N	Y
Y	Y	Y	Y	N	Y	Y	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Station	Staffing	Step free	Blue Badge Parking	Accessible Toilets	Toilets
Selly Oak	Part	Y	Y	Y	Y
Shenstone	Part	Step-free towards Birmingham	Y	N	N
Shifnal	Unstaffed	Step-free towards Wolverhampton	Y	N	N
Shirley	Part	Y	Y	Y	Y
Small Heath	Part	N	N	N	N
Smethwick Galton Bridge	Part	Y	Y	Y	N
Smethwick Rolfe Street	Part	N	N	N	N
Spring Road	Part	Y	N	N	N
St Albans Abbey	Unstaffed	Y	Y	N	N
Stechford	Part	N	N	N	N
Stewartby	Unstaffed	Y	N	N	N
Stone	Unstaffed	Step-free towards Stafford	N	N	N
Stourbridge Junction	Part	Y	Y	Y	Y
Stourbridge Town	Part	Y	N	N	N
Stratford upon Avon Parkway	Unstaffed	Y	N	N	N
Stratford upon Avon	Part	Y	Y	N	Y
Sutton Coldfield	Part	Y	Y	N	N
Tame Bridge Parkway	Part	Y	Y	N	N
Tamworth	Full	Y	Y	Y	Y
Telford Central	Part	Y	Y	Y	Y
The Hawthorns	Part	Y	Y	Y	N
The Lakes	Unstaffed	Y	N	N	N
Tile Hill	Part	Y	Y	Y	N
Tipton	Part	Y	Y	Y	N
Tring	Part	N	Y	N	N

Customer Information	Ticket Office	Ticket Machines	Low Level Counter	Catering	Waiting room / Shelter	Automatic Doors	Lifts	Station Wheelchair	Station seating
Y	Y	Y	Y	Y	Y	Y	Y	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	Y	N	Y	Y	Y	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	Y	Y	Y	N	Y	Y	Y	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	Y	N
Y	Y	Y	N	N	Y	Y	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	Y	Y	Y	Y	Y	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	Y	Y	Y	Y	Y	N	Y	N	Y
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Y	Y	Pertis	Y	Y	Y	Y	N	Y	Y
Y	Y	Y	N	N	N	Y	Y	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	Y	N	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	Y	Y	N	N	N	Y

Pertis = permit to travel machines

Station	Staffing	Step free	Blue Badge Parking	Accessible Toilets	Toilets
Tyseley	Part	N	N	N	N
University	Part	Y	N	Y	N
Walsall	Part	Y	N	Y	Y
Water Orton	Unstaffed	N	N	N	N
Watford Junction	Full	Y	Y	Y	Y
Watford North	Unstaffed	Y	N	N	N
Wellington	Part	Y	Y	Y	Y
Whitlocks End	Unstaffed	Y	Y	N	N
Widney Manor	Part	Y	Y	Y	N
Wilmcote	Unstaffed	Step-free towards Birmingham	N	N	N
Wilnecote	Unstaffed	Step-free towards Tamworth	N	N	N
Winsford	Part	Y	Y	N	Y
Witton	Unstaffed	Y	N	N	N
Woburn Sands	Unstaffed	Y	N	N	N
Wolverhampton (from April 2018)	Full	Y	Y	Y	Y
Wolverton	Part	Step-free towards London	Y	Y	N
Wood End	Unstaffed	N	N	N	N
Wootton Wawen	Unstaffed	Y	N	N	N
Worcester Foregate St	Part	Y	N	Y	Y
Worcester Shrub Hill	Part	Pedestrian level crossing to Platforms 2 & 3, available with staff assistance only	Y	Y	Y
Wylde Green	Part	Y	Y	N	N
Wythall	Unstaffed	Y	N	N	N
Yardley Wood	Part	Y	Y	N	N

Customer Information	Ticket Office	Ticket Machines	Low Level Counter	Catering	Waiting room / Shelter	Automatic Doors	Lifts	Station Wheelchair	Station seating
Y	Y	Y	N	N	N	N	N	N	Y
Y	Y	Y	N	N	Y	Y	Y	N	Y
Y	Y	Y	N	Y	Y	Y	N	Y	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
N	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	Y	Y	Y	Y	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	Y	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	N	N	Y	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	N	Pertis	N	N	Y	N	N	N	Y
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Y	Y	Y	Y	N	Y	Y	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	N	N	N	N	Y	N	N	N	Y
Y	Y	Y	N	Y	Y	Y	Y	Y	Y
Y	Y	Y	N	Y	Y	Y	N	Y	Y
Y	Y	Y	N	N	N	N	N	N	Y
Y	N	Y	N	N	Y	N	N	N	Y
Y	Y	Y	N	N	Y	N	N	N	Y

Request your Priority Seat card



Priority Seat cards are available from our Contact Centre for both West Midlands Railway and London Northwestern Railway.

